# IFTA/INTRASTATE E-FILE USER MANUAL

# MOTOR FUELS TAX DIVISION

**Revised November 2009**

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If you have additional questions that are not covered in this user manual, please contact the Motor Fuels Tax Division at 1-877-308-9092 or (919) 733-3409 for assistance.

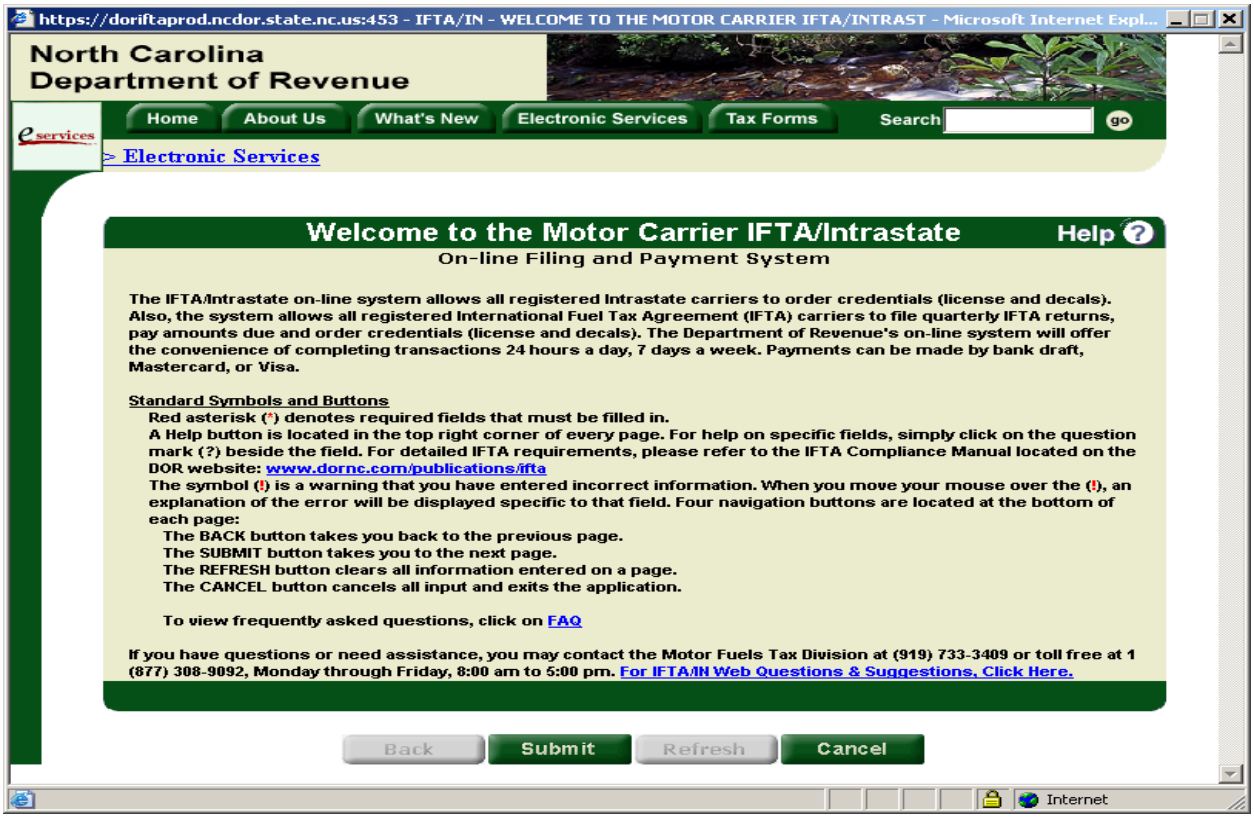
# FIRST TIME USER/INITIAL ACCESS SETUP

Before you can begin using the IFTA/Intrastate E-File application, you must set up your online account. You will need the access code letter we mailed to you shortly after you registered with the Department.

*Important:* You must set up your account within 90 days of the date on your access code letter; otherwise, your access code will expire. If you do not have your letter or if your access code has expired, contact us at (919) 733-3409 or 1-877-308-9092 to obtain your access code.

**Step 1:** From the Department's home page, www.dornc.com, select Electronic Services for Businesses and then select the Motor Fuels IFTA/Intrastate E-File application. When you are ready, select the link "Ready to file IFTA returns or order IFTA/Intrastate credentials online? Click here!" to open the application.

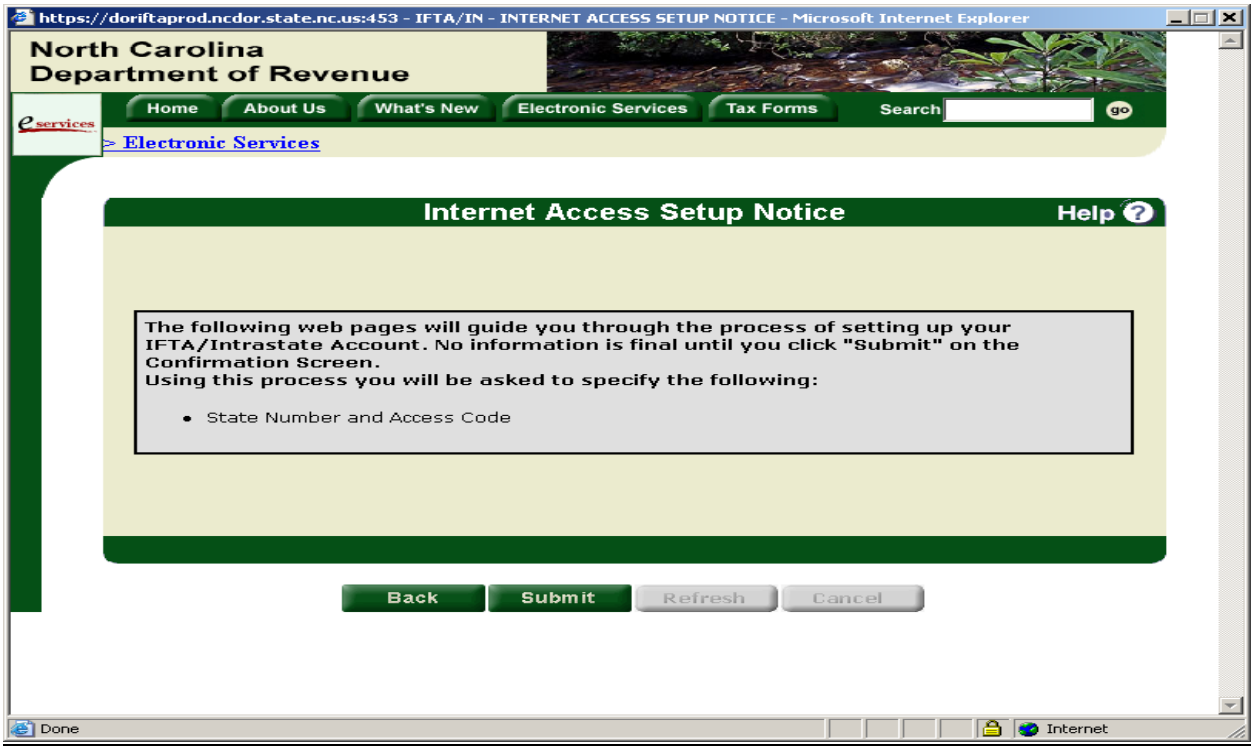
**Step 2:** Once you have read the welcome information, select "Submit" to continue.


https://doriftaprod.ncdor.state.nc.us:453 - IFTA/IN - WELCOME TO THE MOTOR CARRIER IFTA/INTRAST - Microsoft Internet Expl...
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
go
eservices
> Electronic Services
Welcome to the Motor Carrier IFTA/Intrastate
Help
On-line Filing and Payment System
The IFTA/Intrastate on-line system allows all registered Intrastate carriers to order credentials (license and decals). Also, the system allows all registered International Fuel Tax Agreement (IFTA) carriers to file quarterly IFTA returns, pay amounts due and order credentials (license and decals). The Department of Revenue's on-line system will offer the convenience of completing transactions 24 hours a day, 7 days a week. Payments can be made by bank draft, Mastercard, or Visa.
Standard Symbols and Buttons
Red asterisk (*) denotes required fields that must be filled in.
A Help button is located in the top right corner of every page. For help on specific fields, simply click on the question mark (?) beside the field. For detailed IFTA requirements, please refer to the IFTA Compliance Manual located on the DOR website: www.dornc.com/publications/ifta
The symbol (!) is a warning that you have entered incorrect information. When you move your mouse over the (!), an explanation of the error will be displayed specific to that field. Four navigation buttons are located at the bottom of each page:
The BACK button takes you back to the previous page.
The SUBMIT button takes you to the next page.
The REFRESH button clears all information entered on a page.
The CANCEL button cancels all input and exits the application.
To view frequently asked questions, click on FAQ
If you have questions or need assistance, you may contact the Motor Fuels Tax Division at (919) 733-3409 or toll free at 1 (877) 308-9092, Monday through Friday, 8:00 am to 5:00 pm. For IFTA/IN Web Questions & Suggestions, Click Here.
Back
Submit
Refresh
Cancel
Internet

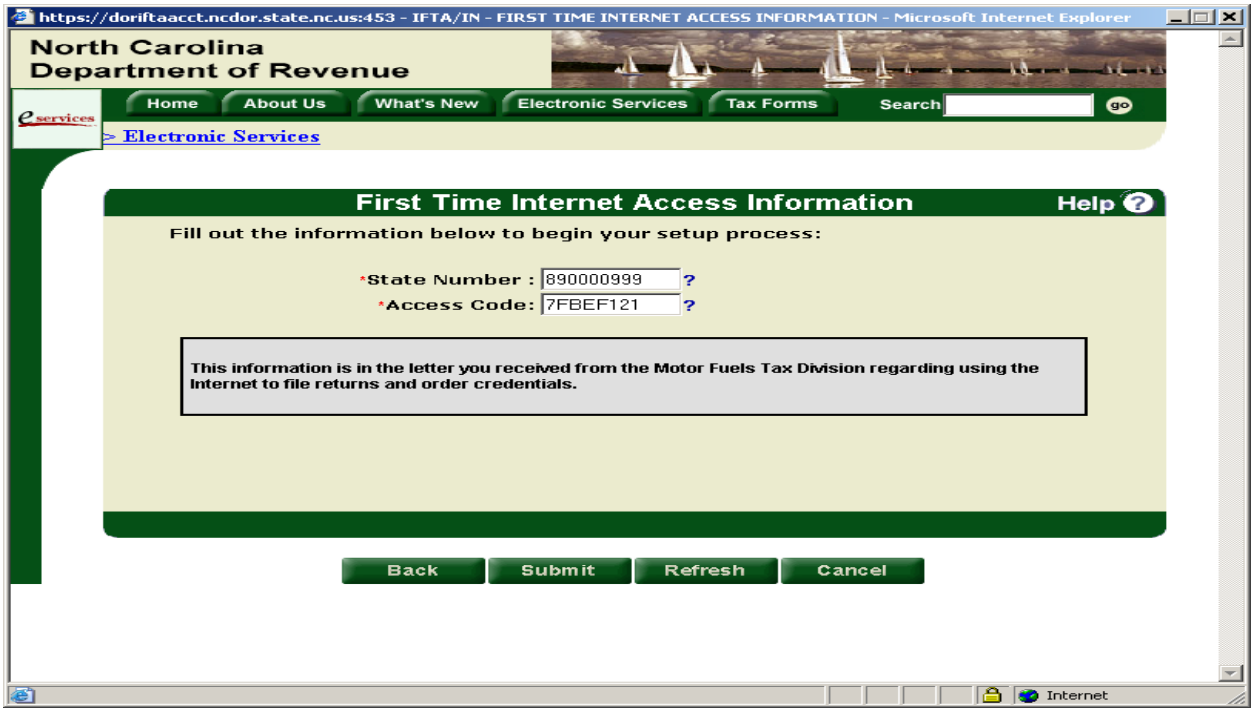
**Step 3:** On the Login screen, select the link for "First Time User/Initial Access Setup."

IFTA/IN - LOGIN - Microsoft Internet Explorer provided by NC Department of Revenue
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
go
> Electronic Services
Login
Help
*User ID:
(E-mail address)
?
*Password:
?
First Time User / Initial Access Setup
Forgot Your Password
All transactions are considered valid and legally binding once you click "Submit" below.
Your account can only be accessed by your User ID and valid password.
If this is your first time logging into the IFTA/Intrastate on-line system, click in the First Time User/Initial account setup link above.
If you have forgotten your password, click on the "Forgot your password" link above.
Once logged into the system, as a security measure, you will automatically be logged out if the system remains idle for more than 30 minutes.
Back
Submit
Refresh
Cancel

**Step 4:** Read the internet access setup notice and select "Submit" to continue.



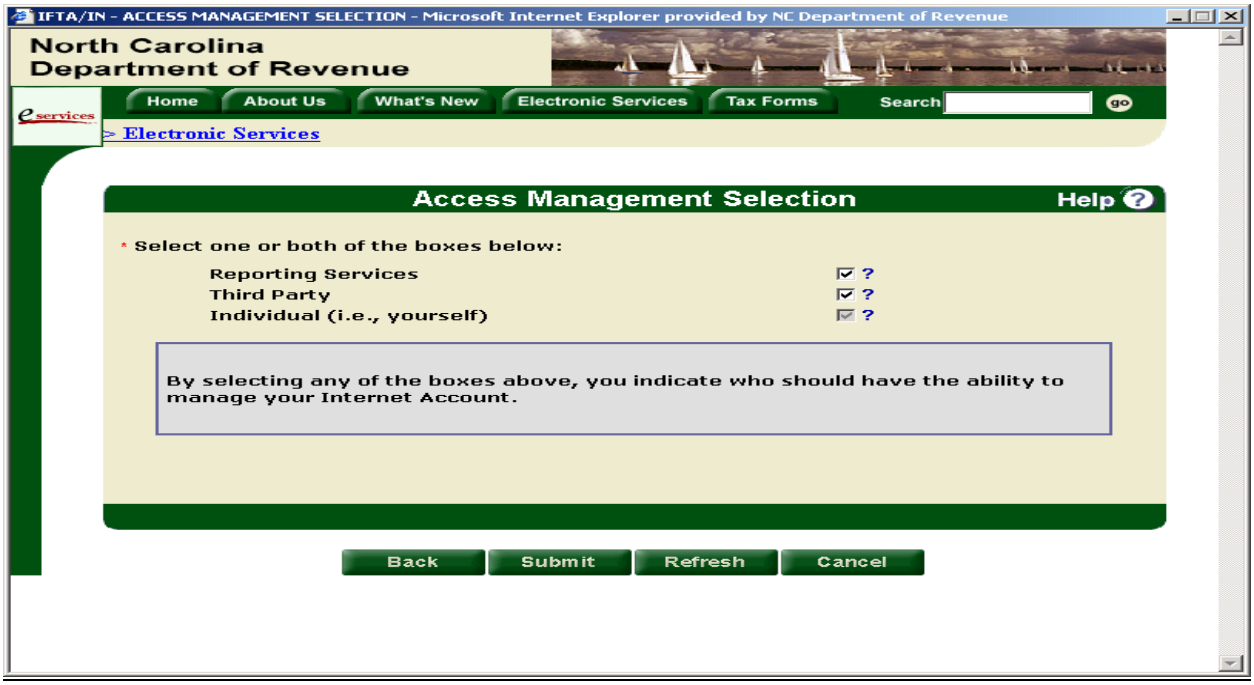
**Step 5:** Enter the state number and access code from the access code letter you received. The access code is case-sensitive so you must use capital letters. Select "Submit" to continue.



**Step 6:** In addition to yourself, you may grant access to your online account to a reporting service, a third party representative, or both. By granting access to another user, you are allowing that user to file returns, order credentials, close your IFTA or Intrastate account, etc. on your behalf. If you would like for someone other than yourself to have access to your online account, check the appropriate box.

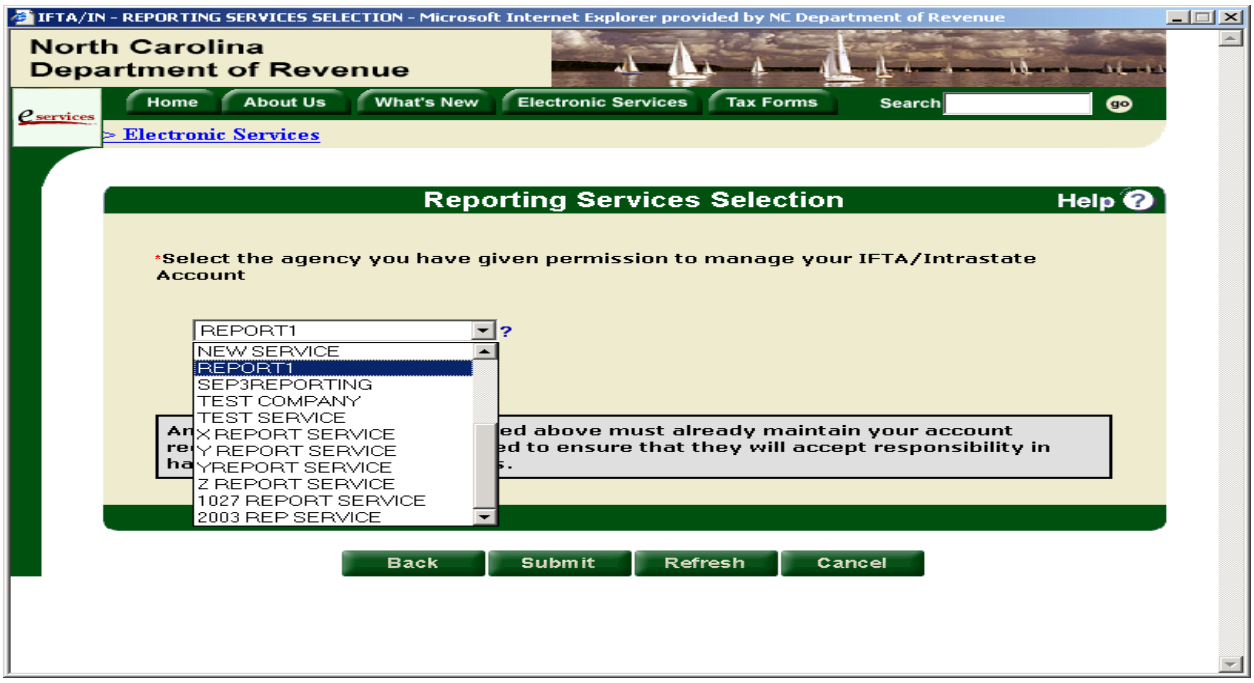
*Important:* You may grant access or remove a user's access to your online account at a later time. See the User Management section for instructions.

Select "Submit" to continue.

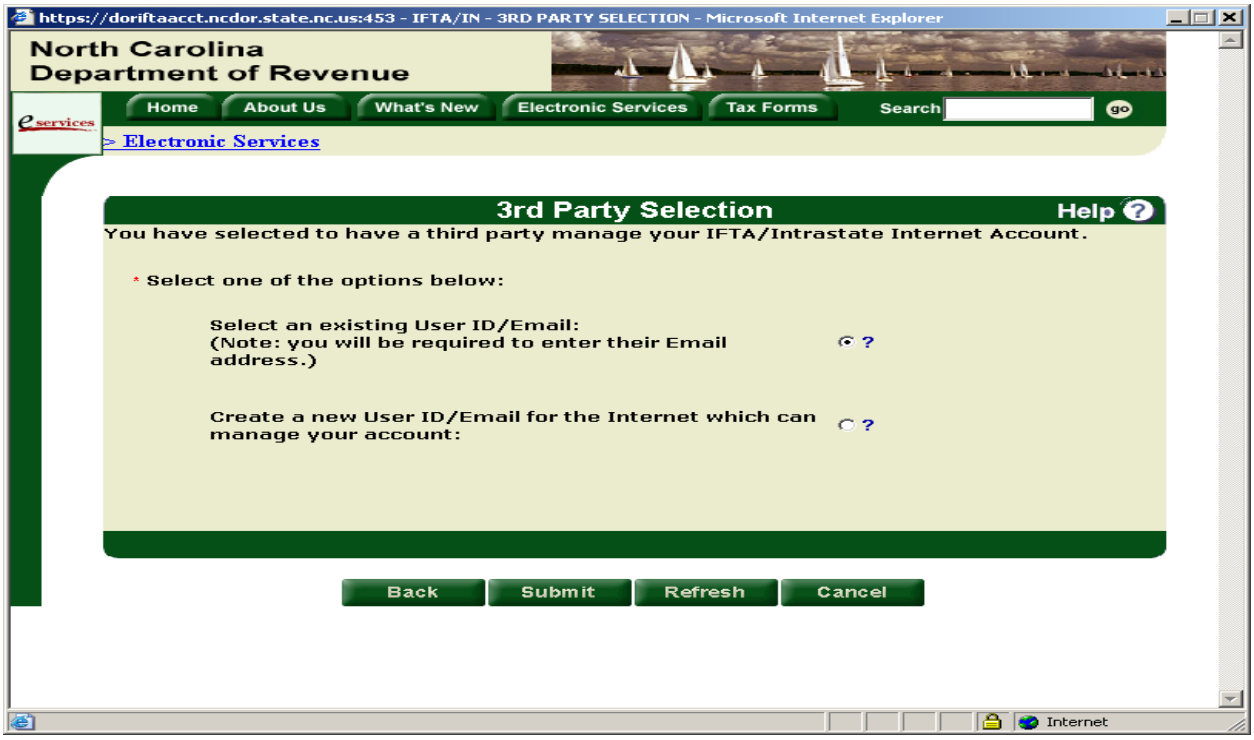


**Step 7:** If you chose to allow a reporting service access to your online account, the Reporting Services Selection screen will be displayed; otherwise, skip to Step 8. From the drop down list, select the reporting service that may act on your behalf and select "Submit" to continue.

*Important:* If your designated reporting service is not included in the drop down list, you must have the reporting service contact our office to be added to the system.



**Step 8:** If you chose to allow a third party representative access to your online account, the 3rd Party Selection screen will be displayed; otherwise, skip to Step 11. You must indicate if the representative already has an IFTA/Intrastate online account or if the representative is a new user. Then, select "Submit" to continue.



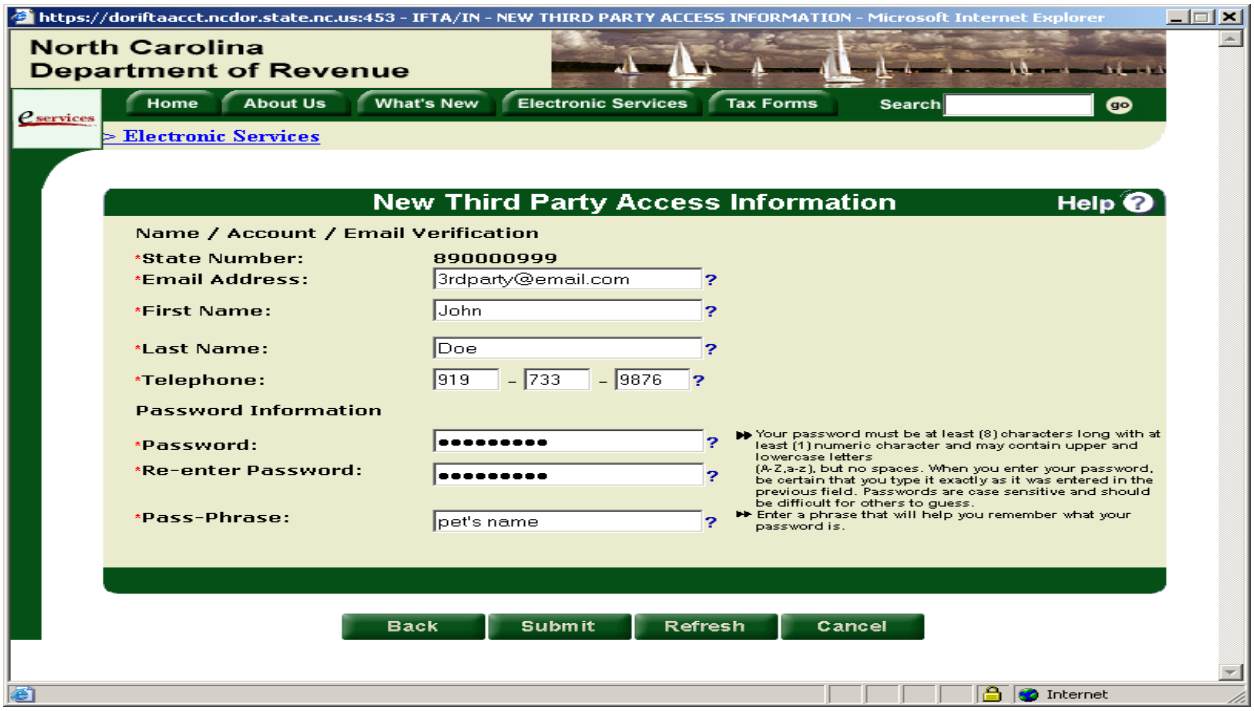
**Step 9:** If you indicated that the third party representative has an existing IFTA/Intrastate online account, the Select Third Party screen will be displayed; otherwise, skip to Step 10. Enter the email address of the third party representative and select "Submit" to continue.

*Important:* The email address entered must match an existing email address in the system; otherwise, an error message will be displayed. You should contact your representative for their correct email address.

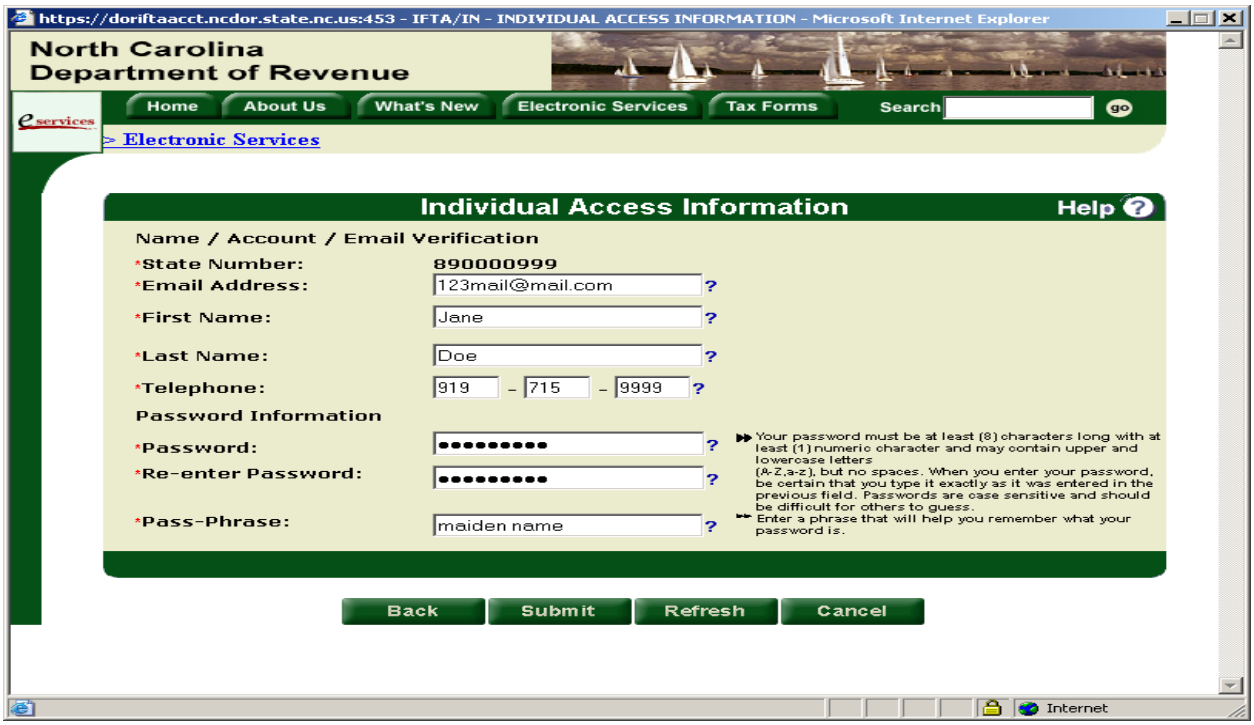
https://doriftaacct.ncdor.state.nc.us:453 - IFTA/IN - SELECT THIRD PARTY - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
go
eservices
> Electronic Services
Select Third Party
Help
*User ID:
(Email Address)
847thirdparty@mail.com
?
Enter the User ID / Email Address of an existing Individual (someone who already has an account established on the internet) whom you would like to maintain this Account Information. If you do not know or have forgotten the User ID / Email Address, click the "Back" Button to return to the previous page.
Back
Submit
Refresh
Cancel
Internet

**Step 10:** If you indicated that the third party representative is a new user, the New Third Party Access Information screen will be displayed; otherwise, skip to Step 11. Enter your representative's email address, first and last name, telephone number, and a temporary password and pass phrase. Then, select "Submit" to continue.

*Important:* The password and pass phrase you enter is temporary for security purposes. The first time your representative logs into the IFTA/Intrastate E-File application, they will be required to establish a new password and pass-phrase.



**Step 11:** To complete the setup of your online account, the Individual Access Information screen is displayed. Enter your email address, first and last name, and telephone number. In addition, you must enter a password and pass phrase. Select "Submit" to continue.



**Step 12:** Once you have successfully entered your access information as well as the access information for your designees (if applicable), the Access Management Confirmation screen will be displayed. Verify the information you have entered.

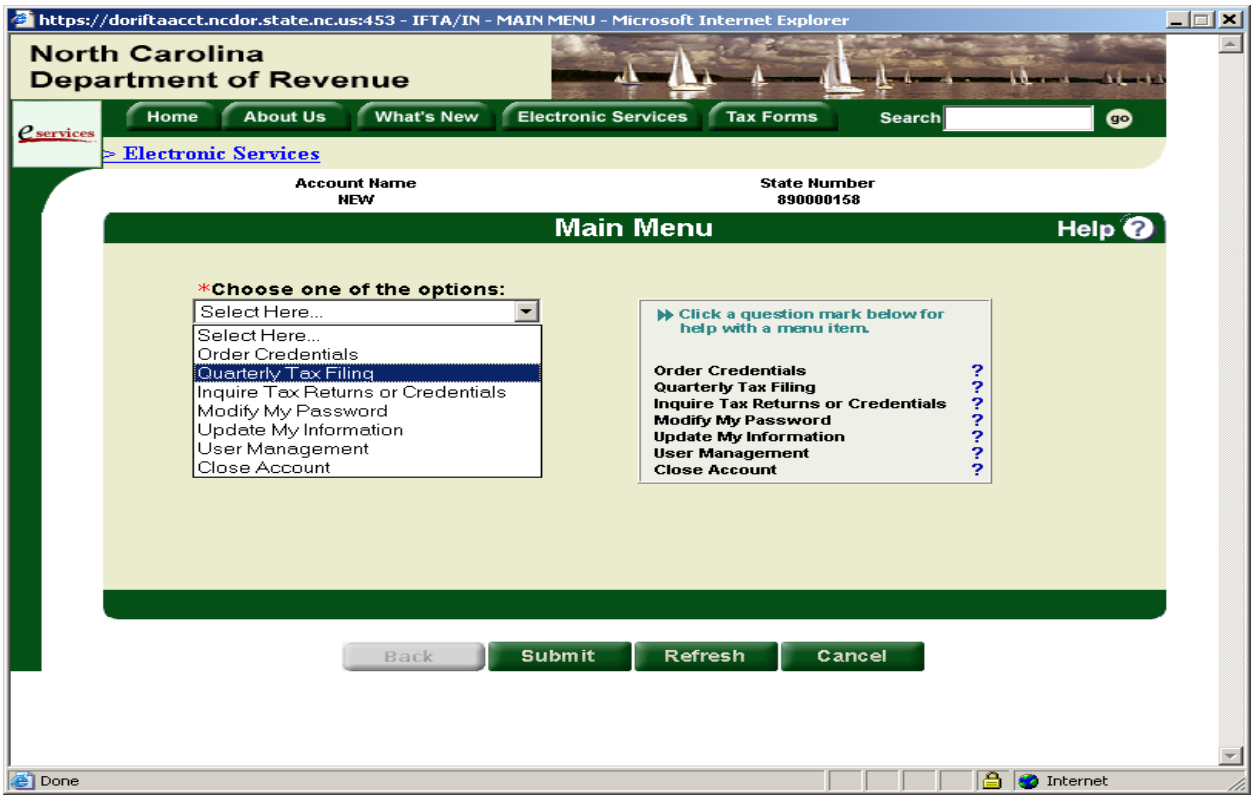
If any information is incorrect, select "Back" to return to the appropriate screen(s) to make corrections; otherwise, select "Submit" to continue to the Main Menu.

# QUARTERLY TAX FILING

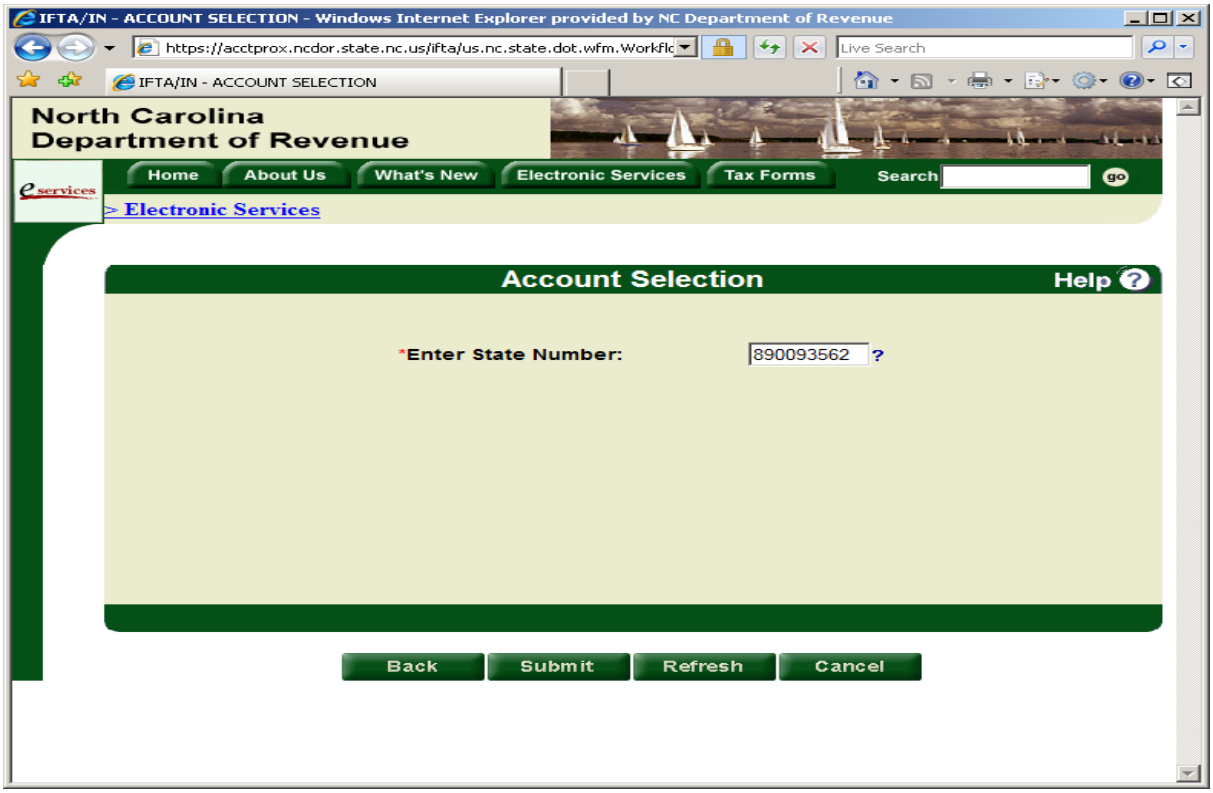
The Quarterly Tax Filing menu option should be used for the following:

a. File a quarterly IFTA return – Reporting No Operations
b. File a quarterly IFTA return – Reporting Operations
c. Submit an electronic payment with a return (*Important:* You cannot submit a payment without filing a tax return.)

On the Main Menu, select "Quarterly Tax Filing" from the drop down list and select "Submit" to continue.



**Step 1:** If you are a reporting service or third party representative and you conduct business for more than one IFTA or Intrastate account, the Account Selection screen will be displayed; otherwise, skip to Step 2. Enter the appropriate State Number and select "Submit" to continue.

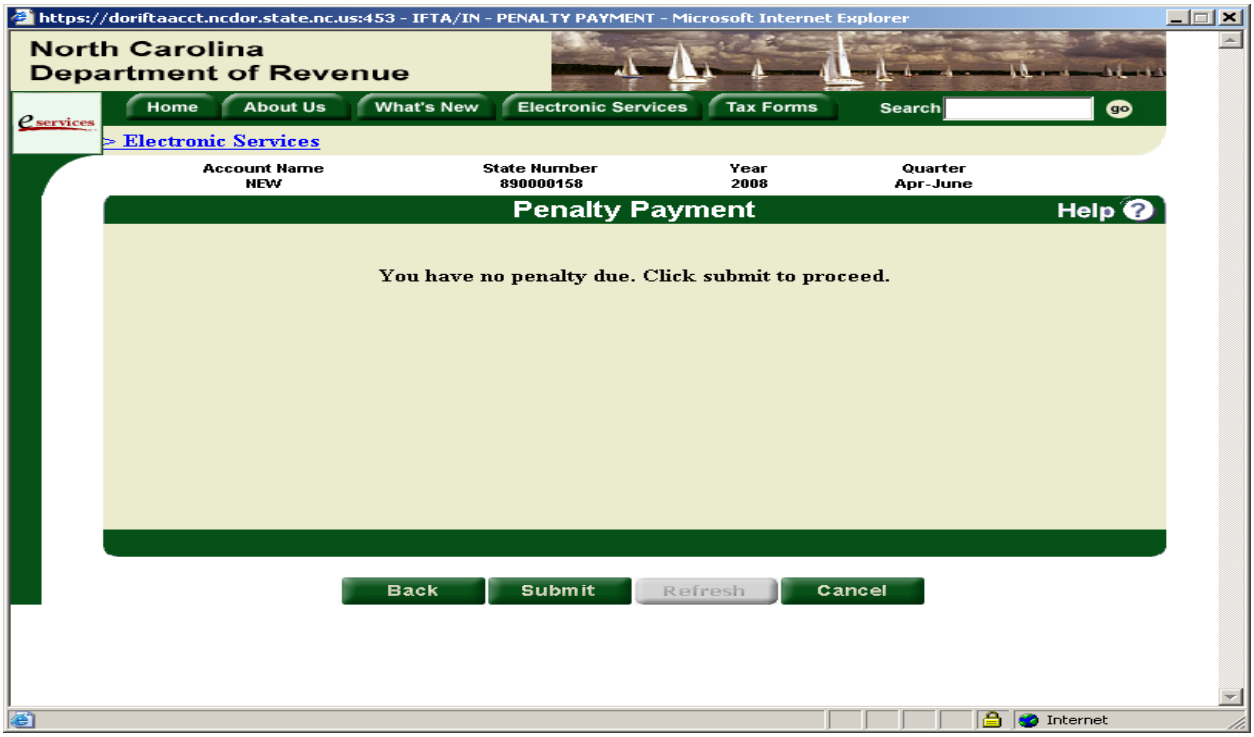


**Step 2:** On the Carrier Tax Return screen, select the quarter and year of the reporting period. In addition, you must indicate whether you had operations in one or more jurisdictions during the reporting period.

If you operated in at least one jurisdiction (including North Carolina) during the reporting period, choose "Yes." If you did not operate in any jurisdiction during the reporting period, choose "No." Then, select "Submit" to continue.

https://doriftaacct.ncdor.state.nc.us:453 - IFTA/IN - CARRIER TAX RETURN - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
go
eservices
> Electronic Services
Account Name
NEW
State Number
890000158
Carrier Tax Return
Help
*Select the reporting period:
Quarter Qtr2 (Apr-June) ?
Year 2008 ?
* Did you have operations in one or more jurisdictions (including North Carolina) during this reporting period?
Yes No ?
By choosing "Submit", you certify that to the best of your knowledge, this information is accurate. Choose "Back" to change any information and choose "Cancel" to leave the application without saving.
The postmark date of your return is the date your return is completed on the Web and you get your confirmation page. Returns completed after midnight will be postmarked with the next day's date.
Once you have submitted your return and have received the confirmation that it has been filed, your return will no longer be available for you to inquire or make changes online.
Back
Submit
Refresh
Cancel
Done
Internet

**Step 3:** Based on the due date of the return you are filing, the system will calculate any applicable penalty due, which will be displayed on the Penalty Payment screen. Select "Submit" to continue.

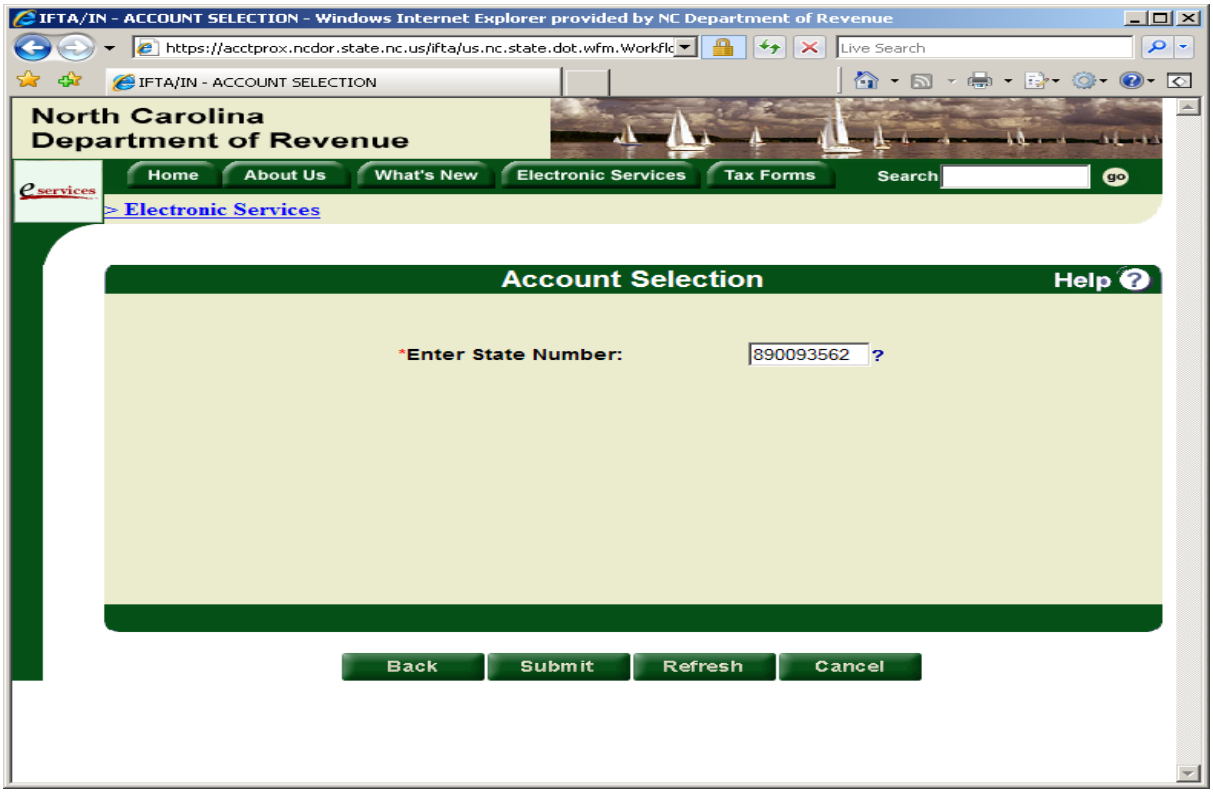



*Important:* If you are filing the tax return after the due date, you will have the option of submitting an electronic payment for the amount owed before receiving a return confirmation. Go to the Submit a Tax Payment section for instructions.

**Step 4:** If you did not operate in any jurisdiction during the reporting period and the return is not late, the No Operation Tax Return Confirmation screen will be displayed. Make sure to print the return confirmation for your records by choosing "Print Screen." If you would like to print a copy of your return, select "Print Return."

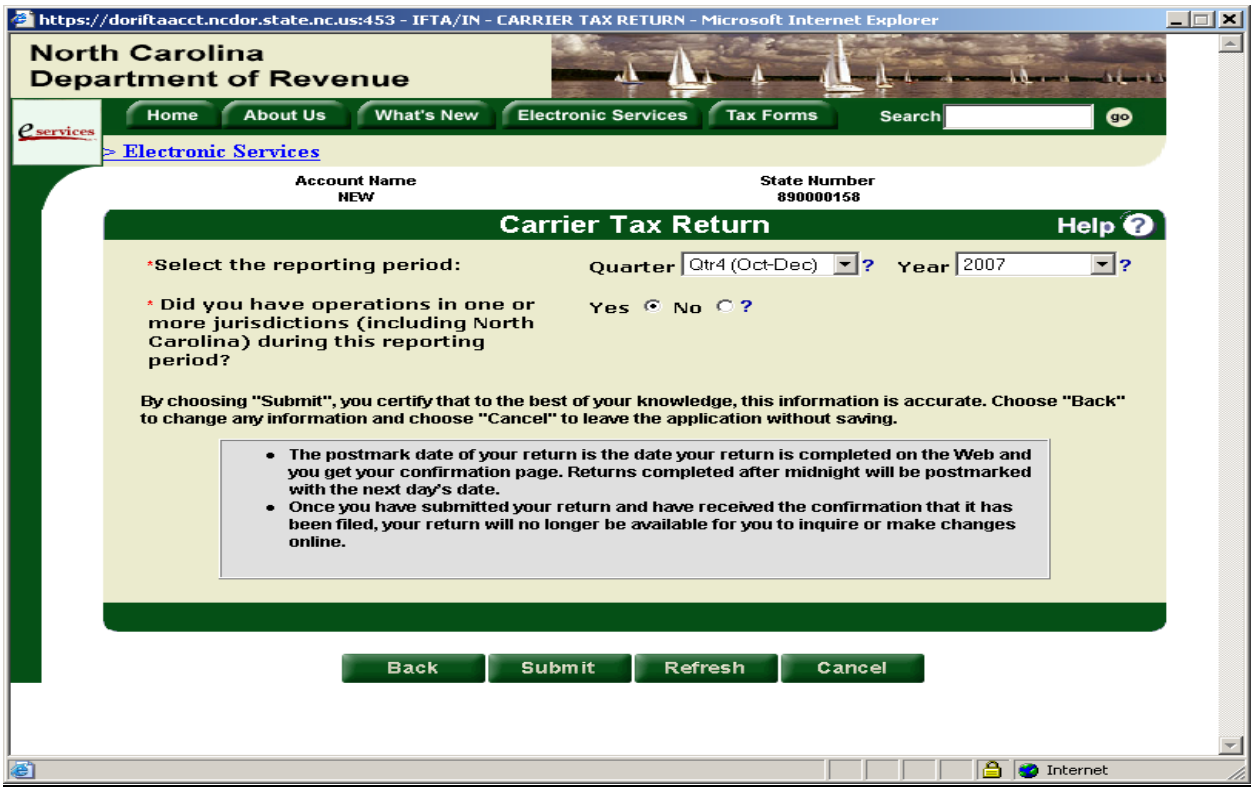
If you need to perform additional functions, select "Menu" to return to the main menu; otherwise, select "Exit" to log out.

**Step 1:** If you are a reporting service or third party representative and you conduct business for more than one IFTA or Intrastate account, the Account Selection screen will be displayed; otherwise, skip to Step 2. Enter the appropriate State Number and select "Submit" to continue.



**Step 2:** On the Carrier Tax Return screen, select the quarter and year of the reporting period. In addition, you must indicate whether you had operations in one or more jurisdictions during the reporting period.

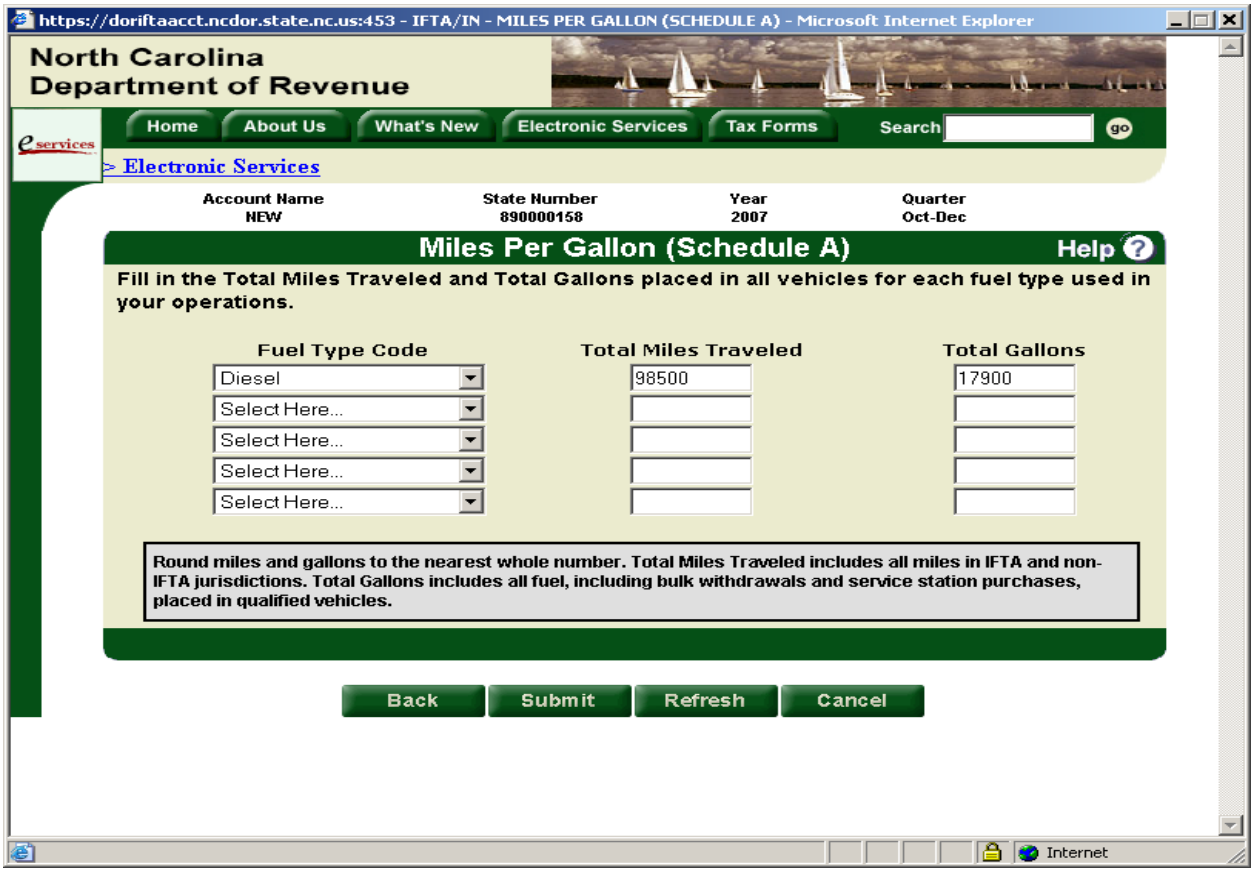
If you operated in at least one jurisdiction (including North Carolina) during the reporting period, choose "Yes." If you did not operate in any jurisdiction during the reporting period, choose "No." Then, select "Submit" to continue.


https://doriftaacct.ncdor.state.nc.us:453 - IFTA/IN - CARRIER TAX RETURN - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
go
eservices
> Electronic Services
Account Name
NEW
State Number
890000158
Carrier Tax Return
Help
*Select the reporting period:
Quarter Qtr4 (Oct-Dec) ?
Year 2007 ?
* Did you have operations in one or more jurisdictions (including North Carolina) during this reporting period?
Yes No ?
By choosing "Submit", you certify that to the best of your knowledge, this information is accurate. Choose "Back" to change any information and choose "Cancel" to leave the application without saving.
The postmark date of your return is the date your return is completed on the Web and you get your confirmation page. Returns completed after midnight will be postmarked with the next day's date.
Once you have submitted your return and have received the confirmation that it has been filed, your return will no longer be available for you to inquire or make changes online.
Back
Submit
Refresh
Cancel
Internet

**Step 3:** On the Miles per Gallon (Schedule A) screen, you must do the following:

- Select each fuel type used in your operations during the reporting period.
- Enter the total miles traveled for each fuel type. Total miles should include miles traveled in IFTA and non-IFTA jurisdictions and should be rounded to the nearest whole number. You must convert Canadian kilometers to miles (1 kilometer = .62137 miles).
- Enter the total gallons used for each fuel type. You must convert Canadian liters to gallons (1 liter = .2642 gallons).

Select "Submit to continue.



**Step 4:** Using the Miles Per Gallon Summary screen, review the fuel type(s), total miles traveled, and total gallons entered previously to ensure it is correct. Select "Submit" to continue.

**Step 5:** For each fuel type selected on Schedule A, a Jurisdictions screen will be displayed. You must identify all of the jurisdictions (both IFTA and non-IFTA) in which you traveled for each fuel type reported.

You may select jurisdictions using either of the following methods:

- Map – Using the map, you can select only one jurisdiction at a time. To choose a jurisdiction, simply click the jurisdiction on the map. The jurisdiction will be displayed in green and will also be displayed in the list on the right-hand side of the screen.
- List – Using the list, you may select jurisdictions one at a time or more than one at a time.
    - To select only one jurisdiction, highlight the jurisdiction in the list and then click the green arrow. The jurisdiction will then be displayed in the list on the right-hand side of the screen, but you must repeat this process for each jurisdiction traveled.
    - To select more than one jurisdiction at once, press the [Ctrl] key, highlight all of the jurisdictions traveled, and then click the green arrow. All of the jurisdictions selected will be displayed in the list on the right-hand side of the screen.

*Important:* If you choose a jurisdiction in error, you may remove it from the return by highlighting the name in the list on the right-hand side of the page and clicking the green arrow or by clicking the jurisdiction on the map.

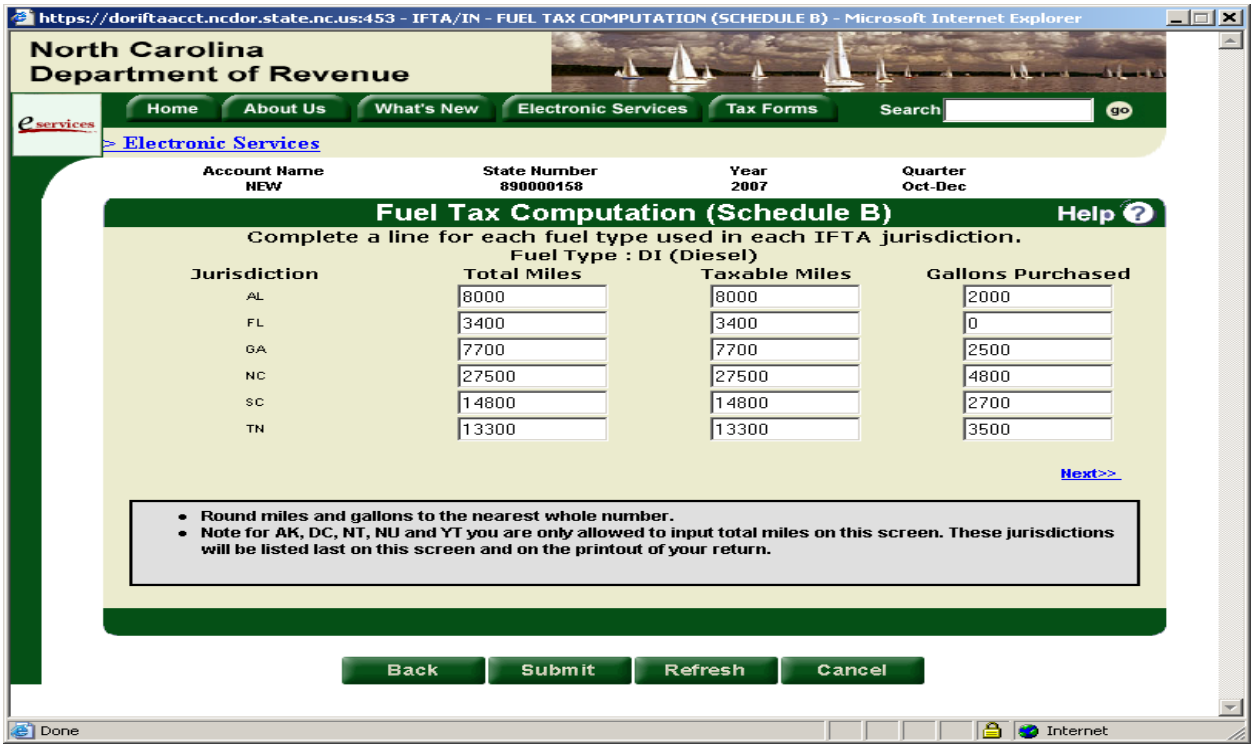
Once you have selected all of the jurisdictions traveled, select “Submit” to continue.

**Step 6:** For each fuel type selected on Schedule A, a Fuel Tax Computation (Schedule B) screen will be displayed. You must provide the following information for each fuel type reported.

- Enter the total miles traveled in each jurisdiction. Total miles should include both taxable and non-taxable miles and should be rounded to the nearest whole number.
- Once you have entered the total miles for a jurisdiction, the taxable miles field will be automatically populated with the same amount. However, you may change the taxable miles amount if some or all of the miles traveled in a jurisdiction are exempt. Enter the amount of taxable miles (total miles less exempt miles) traveled in each jurisdiction, if different than the pre-populated amount.
- Enter the fuel gallons purchased in each jurisdiction.

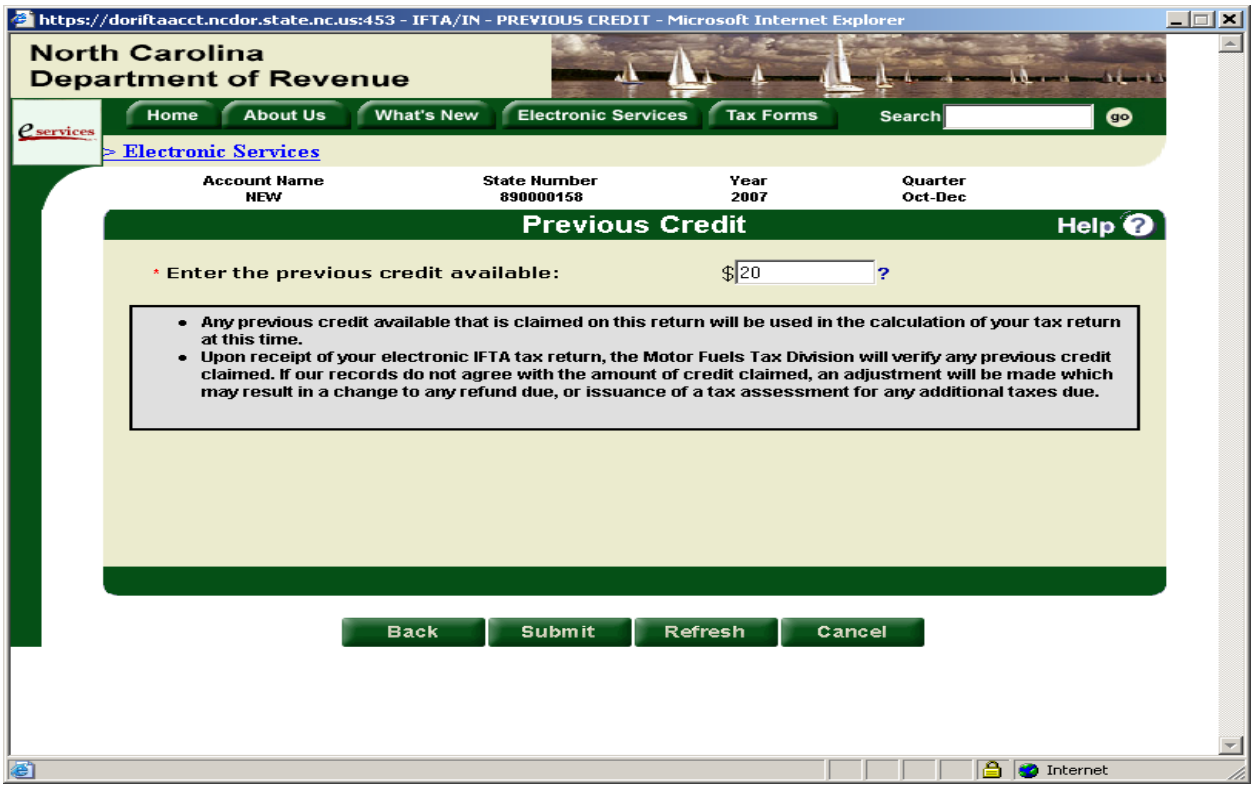
*Important:* If you traveled in multiple jurisdictions, select "Next>>" to view additional screens. Continue to select "Next>>" until mileage and fuel information has been entered for all jurisdictions for each fuel type reported.

Select "Submit" to continue.



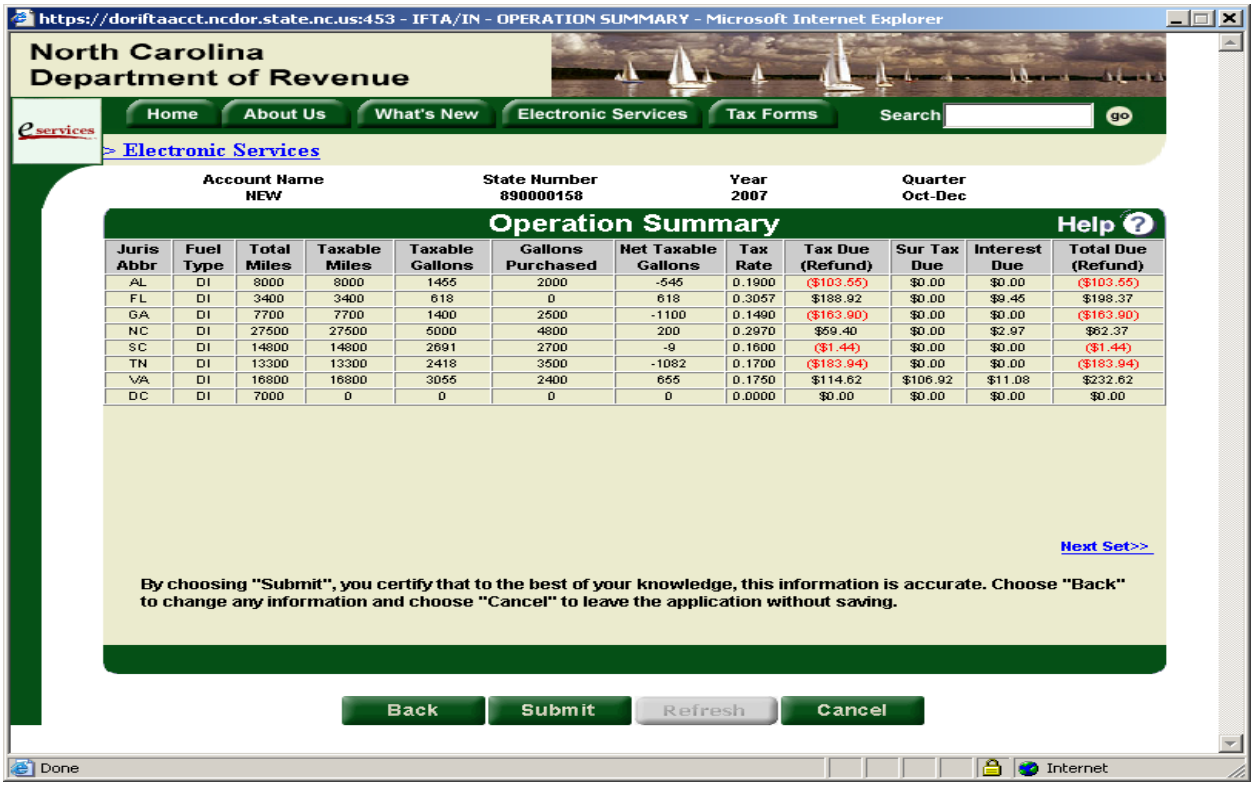
**Step 7:** Once you have entered all required return information, the system will calculate the tax or refund due, which will be displayed on the Tax Payment screen. Review the information and select "Submit" to continue.

**Step 8:** If your return shows a balance due, the Previous Credit screen will be displayed; otherwise, skip to Step 9. Enter the amount of available credit you would like to apply to the return balance. If you do not have a credit or do not want to apply a credit to the return balance, enter zero. Select "Submit" to continue.


https://doriftaacct.ncdor.state.nc.us:453 - IFTA/IN - PREVIOUS CREDIT - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
go
eservices
> Electronic Services
Account Name
NEW
State Number
890000158
Year
2007
Quarter
Oct-Dec
Previous Credit
Help
* Enter the previous credit available:
$ 20
?
Any previous credit available that is claimed on this return will be used in the calculation of your tax return at this time.
Upon receipt of your electronic IFTA tax return, the Motor Fuels Tax Division will verify any previous credit claimed. If our records do not agree with the amount of credit claimed, an adjustment will be made which may result in a change to any refund due, or issuance of a tax assessment for any additional taxes due.
Back
Submit
Refresh
Cancel
Internet

**Step 9:** The Operation Summary screen is a summary of all the return information entered previously as well as the tax, penalty, and interest due on the return. Review all of the return information to ensure it is correct and select "Submit" to continue.

*Important:* If you traveled in multiple jurisdictions, select "Next Set>>" to view additional screens.


https://doriftaacct.ncdor.state.nc.us:453 - IFTA/IN - OPERATION SUMMARY - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
go
> Electronic Services
Account Name
NEW
State Number
890000158
Year
2007
Quarter
Oct-Dec
Operation Summary
Help
Juris Abbr | Fuel Type | Total Miles | Taxable Miles | Taxable Gallons | Gallons Purchased | Net Taxable Gallons | Tax Rate | Tax Due (Refund) | Sur Tax Due | Interest Due | Total Due (Refund)
AL | DI | 8000 | 8000 | 1455 | 2000 | -545 | 0.1900 | ($103.55) | $0.00 | $0.00 | ($103.55)
FL | DI | 3400 | 3400 | 618 | 0 | 618 | 0.3057 | $188.92 | $0.00 | $9.45 | $198.37
GA | DI | 7700 | 7700 | 1400 | 2500 | -1100 | 0.1490 | ($163.90) | $0.00 | $0.00 | ($163.90)
NC | DI | 27500 | 27500 | 5000 | 4800 | 200 | 0.2970 | $59.40 | $0.00 | $2.97 | $62.37
SC | DI | 14800 | 14800 | 2691 | 2700 | -9 | 0.1600 | ($1.44) | $0.00 | $0.00 | ($1.44)
TN | DI | 13300 | 13300 | 2418 | 3500 | -1082 | 0.1700 | ($183.94) | $0.00 | $0.00 | ($183.94)
VA | DI | 16800 | 16800 | 3055 | 2400 | 655 | 0.1750 | $114.62 | $106.92 | $11.08 | $232.62
DC | DI | 7000 | 0 | 0 | 0 | 0 | 0.0000 | $0.00 | $0.00 | $0.00 | $0.00
Next Set>>
By choosing "Submit", you certify that to the best of your knowledge, this information is accurate. Choose "Back" to change any information and choose "Cancel" to leave the application without saving.
Back
Submit
Refresh
Cancel
Done
Internet

**Step 10:** If your return shows a balance due, the Payment Method Selection screen will be displayed. You may make a payment using one of the following methods:

a. Bank Draft
b. Credit/Debit Card
c. Check/Money Order

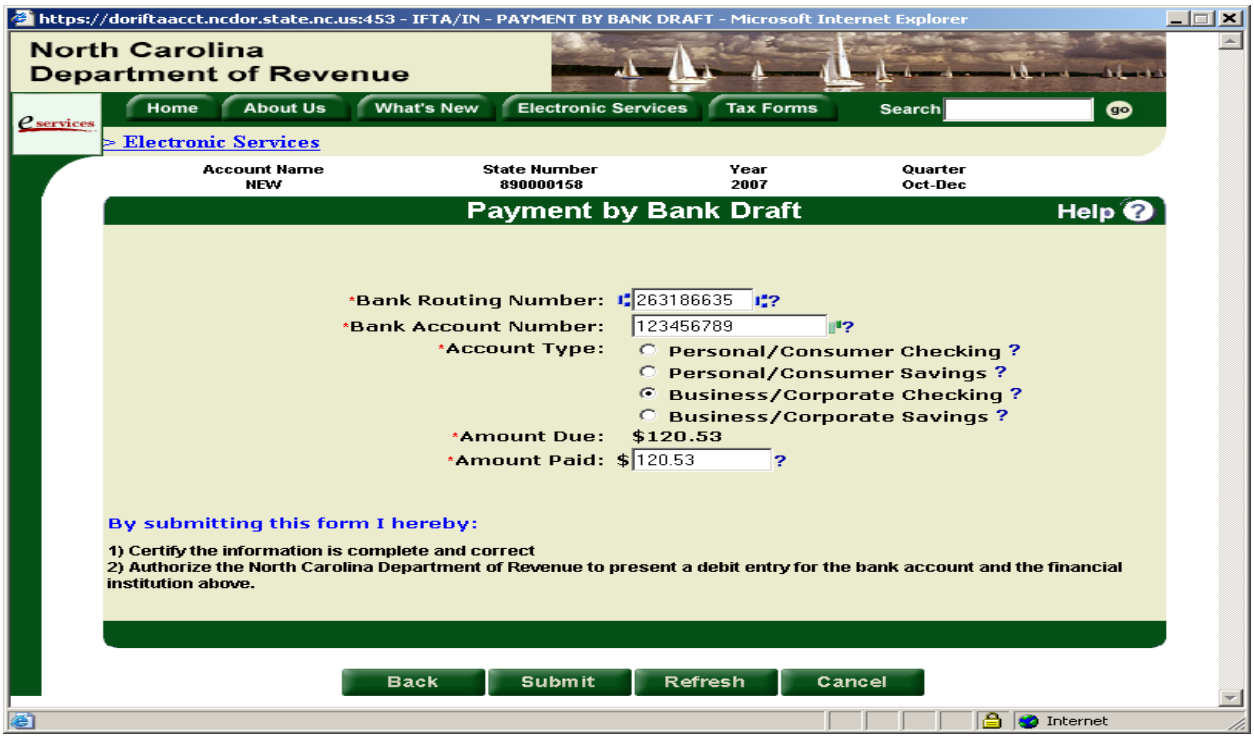
You must choose one payment method and select "Submit" to continue.

**Step 11:** If you chose to make a bank draft payment, the Payment by Bank Draft screen will be displayed; otherwise, skip to Step 13. You must do the following:

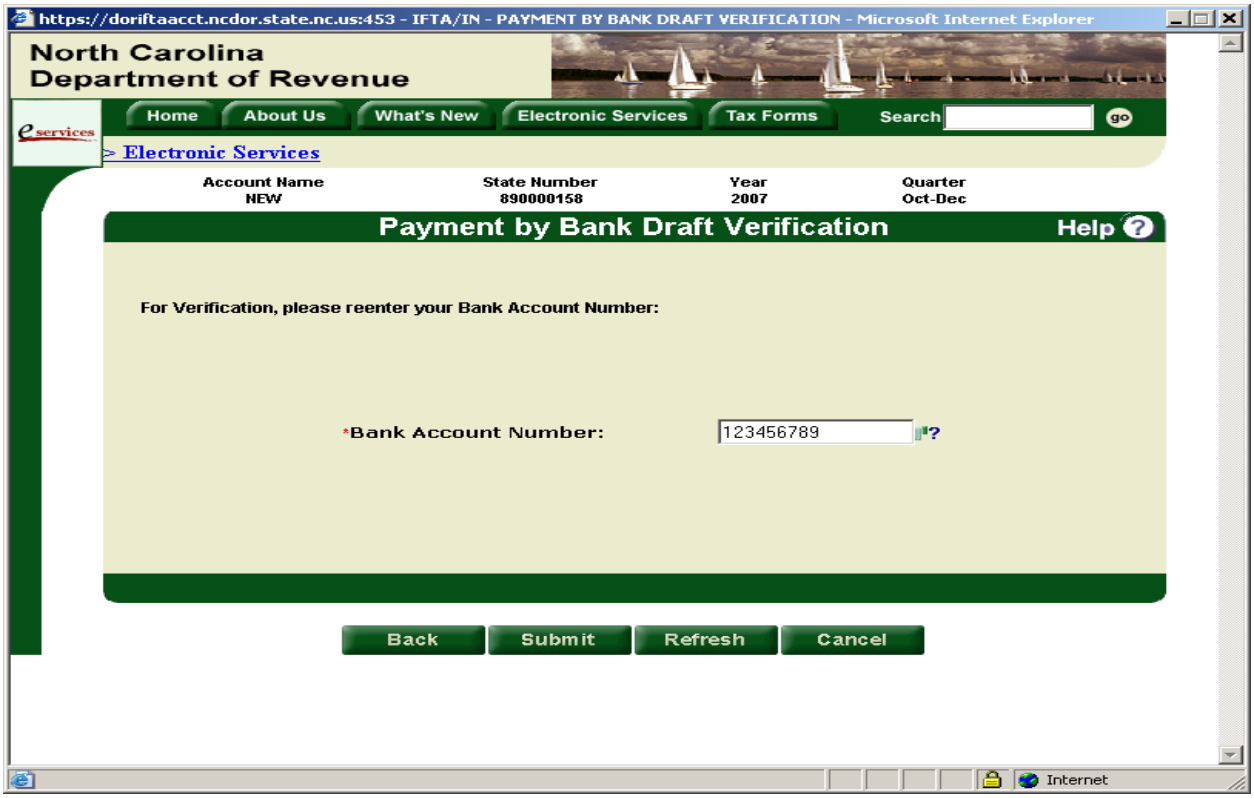
- Enter the 9-digit bank routing number.
- Enter the bank account number.
- Select the type of account associated with the bank account number entered.
- Enter the amount you would like to pay.

*Important:* Make sure you read the payment authorization statement located at the bottom of the screen before proceeding with your payment.

Select "Submit" to continue.



**Step 12:** Once you have entered the required bank draft payment information, the Payment by Bank Draft Verification screen will be displayed. Enter the bank account number again and select "Submit" to continue.



**Step 13:** If you chose to make a credit or debit card payment, the Payment by Credit/Debit Card screen will be displayed; otherwise, skip to Step 15. You must do the following:

- Select Visa or MasterCard.
- Enter the 16-digit credit or debit card number.
- Select the month and year of the expiration date as shown on the card.
- Enter the name of the cardholder exactly as it appears on the credit or debit card.
- Enter the zip code as shown on the cardholder's billing statement.
- Enter the amount you would like to pay.

*Important*: A convenience fee is charged when paying by credit or debit card. The convenience fee is calculated as $2.00 for every $100.00 increment of your payment. In addition, make sure you read the remaining credit/debit card payment information located at the bottom of the screen before proceeding with your payment.

Select "Submit" to continue.

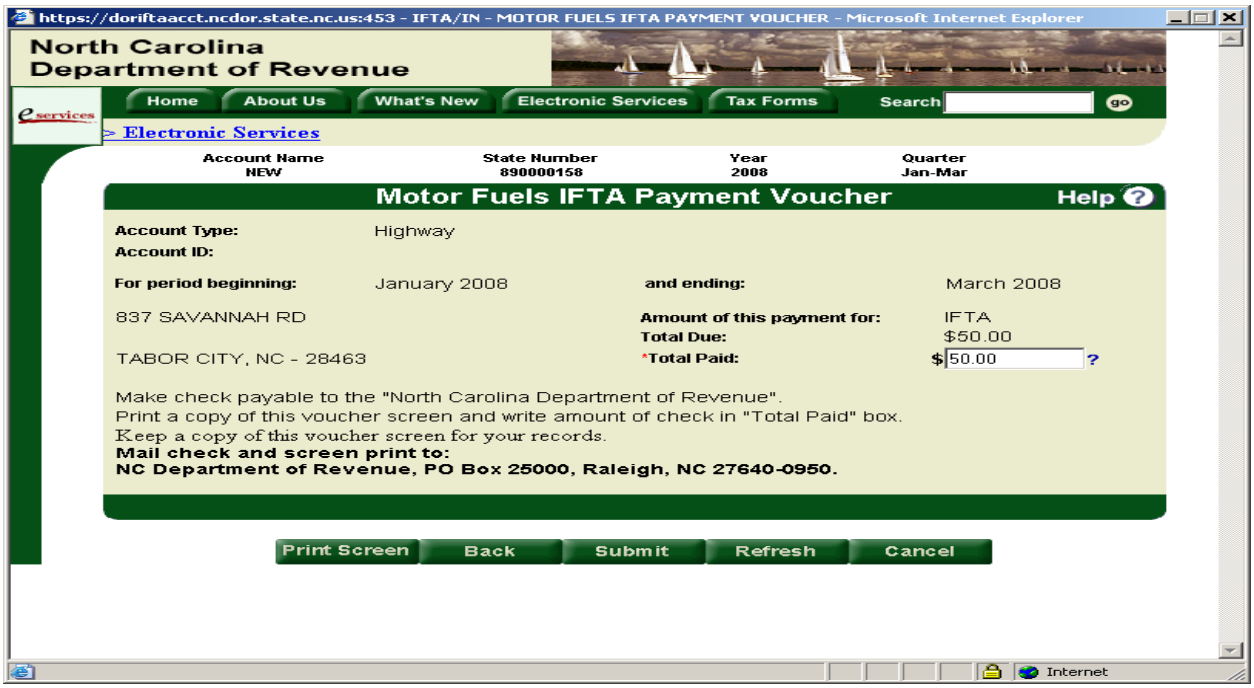
https://doriftaacct.ncdor.state.nc.us:453 - IFTA/IN - PAYMENT BY CREDIT/DEBIT CARD - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
go
eservices
> Electronic Services
Account Name
NEW
State Number
890000158
Year
2008
Quarter
Jan-Mar
Payment by Credit/Debit Card
Help
*Credit/DebitCard Type:
*Credit/Debit Card Number:
5656565656565656
*Expiration Date:
August
2015
*Card Holder's Name:
Jane Doe
*Zip Code:
00847
*Amount Due:
$50.00
*Amount Paid:
$
50.00
1) Account zipcode is used for account verification.
2) There is a convenience fee passed on to the taxpayer. This fee is calculated and added to the payment amount for the total amount to be charged to your credit/debit card account. The convenience fee is calculated as $2.00 for every $100.00 increment. See the following example:
$2.00 for payment amounts of $.01 to $100.00
$4.00 for payment amounts of $100.01 to $200.00
$6.00 for payment amounts of $200.01 to $300.00
3) If you make a tax payment by credit/debit card and later decide to reverse the transaction you may be subject to penalties, interest and other fees imposed by the Department of Revenue for nonpayment or late payment of taxes. If you make an overpayment of your tax liability through a credit/debit card transaction you will be issued a refund check. However, the fee is not refundable.
Back
Submit
Refresh
Cancel
Internet

**Step 14:** Once you have entered the required credit/debit card payment information, the Credit/Debit Card Verification screen will be displayed. Verify all of the credit/debit card information entered previously and select "Submit" to continue.

*Important*: Make sure you read the payment authorization statement located at the bottom of the screen before proceeding with your payment.

**Step 15:** If you chose to make a check or money order payment, the Motor Fuels IFTA Payment Voucher screen will be displayed. Enter the total amount of your payment and select "Print Screen" to print the payment voucher. You must mail or deliver your check or money order to the Department, along with the payment voucher, by the due date of the return.

*Important:* You have not yet filed your tax return. You must select "Submit" to complete your transaction and file the return.



**Step 16**: Once all of your return and payment information (if applicable) has been entered, the Tax Return Confirmation screen will be displayed. If the tax return shows a balance due, the amount and type of your payment is displayed along with the confirmation number for the transaction.

Make sure to print the return confirmation for your records by choosing "Print Screen." If you would like to print a copy of your return, select "Print Return."

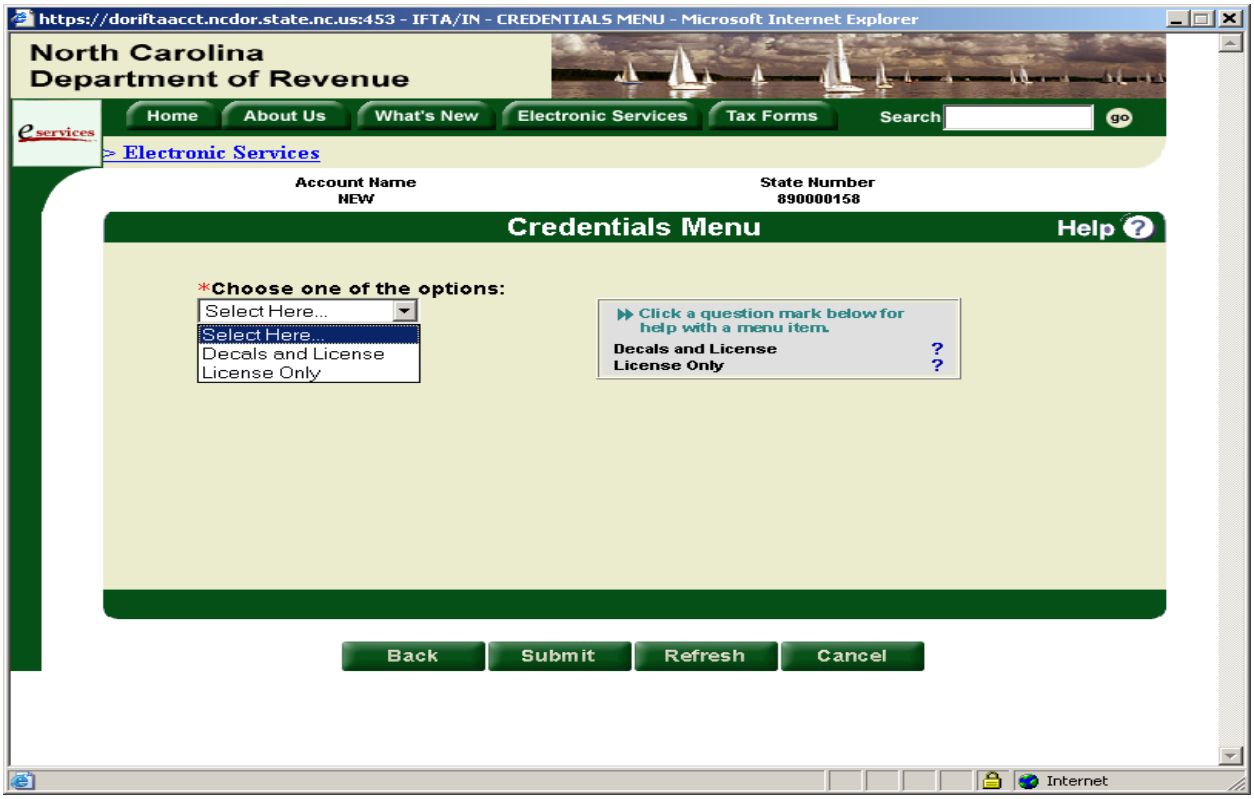
If you need to perform additional functions, select "Menu" to return to the main menu; otherwise, select "Exit" to log out.

# ORDER CREDENTIALS

The Order Credentials menu option should be used to order a license and decals or a license only for IFTA and Intrastate accounts.

**Step 1**: On the Main Menu, use the drop down list to select "Order Credentials" and select "Submit" to continue.

**Step 2:** On the Credentials Menu screen, use the drop down list to choose either “Decals and License” or “License Only” and select “Submit” to continue.



**Step 3**: On the Order Credentials Information screen, you must do the following:

- Select the Tax Type (IFTA or Intrastate) for which credentials are needed.
- Select the year for which credentials are needed.
- If you are requesting decals, enter the number of sets of decals requested. One decal set contains two decals, one for each side of the vehicle.

*Important*: The Number of Decals Requested field will not be displayed if you are ordering a license only.

Select "Submit" to continue.

**Step 4**: Once all of the required credential order information has been entered, the Order Credentials Confirmation screen will be displayed. Make sure to print the order confirmation for your records by choosing "Print Screen."

If you need to perform additional functions, select "Menu" to return to the main menu; otherwise, select "Exit" to log out.

*Important*: The address displayed is the address to which the credentials will be mailed. If you need to update your address, contact us at (919) 733-3409 or 1-877-308-9092.

# INQUIRE TAX RETURNS OR CREDENTIALS

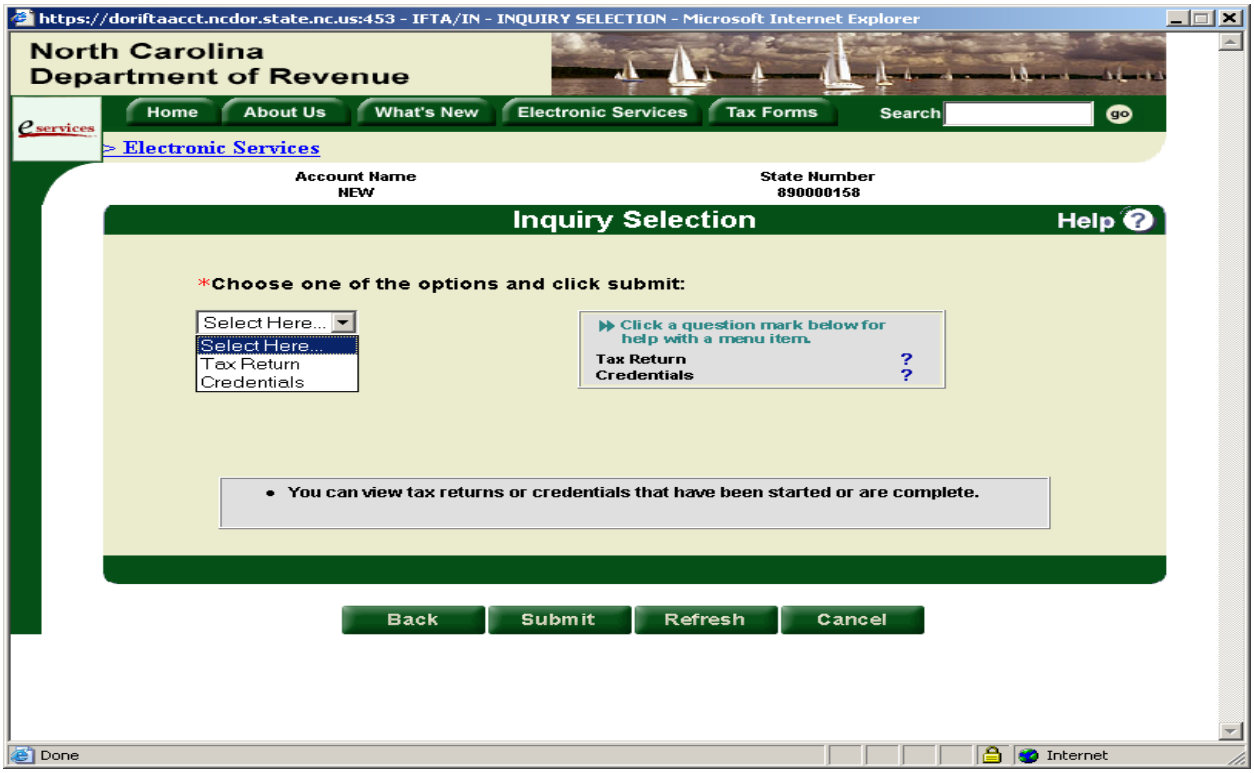
The Inquire Tax Returns or Credentials menu option should be used for the following:

a. View and/or print tax returns previously submitted electronically.
b. View details of credential orders previously submitted electronically.

On the Main Menu, use the drop down list to select “Inquire Tax Returns or Credentials” and select “Submit” to continue.

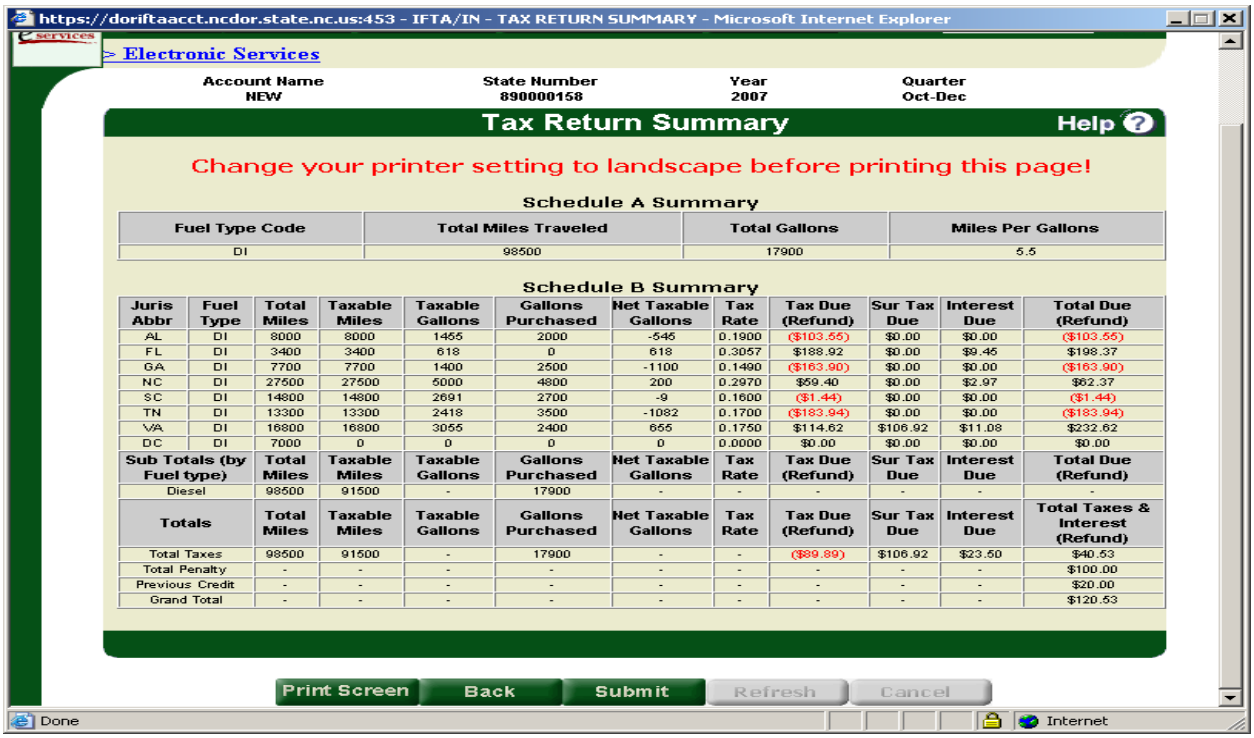
**Step 1**: On the Inquiry Selection screen, select either "Tax Return" or "Credentials" to view.

*Important*: You may only view tax return or credential transactions that have been completed online. If the transaction has not been completed, you must use the Quarterly Tax Filing or Order Credentials menu options to view and complete the transaction.



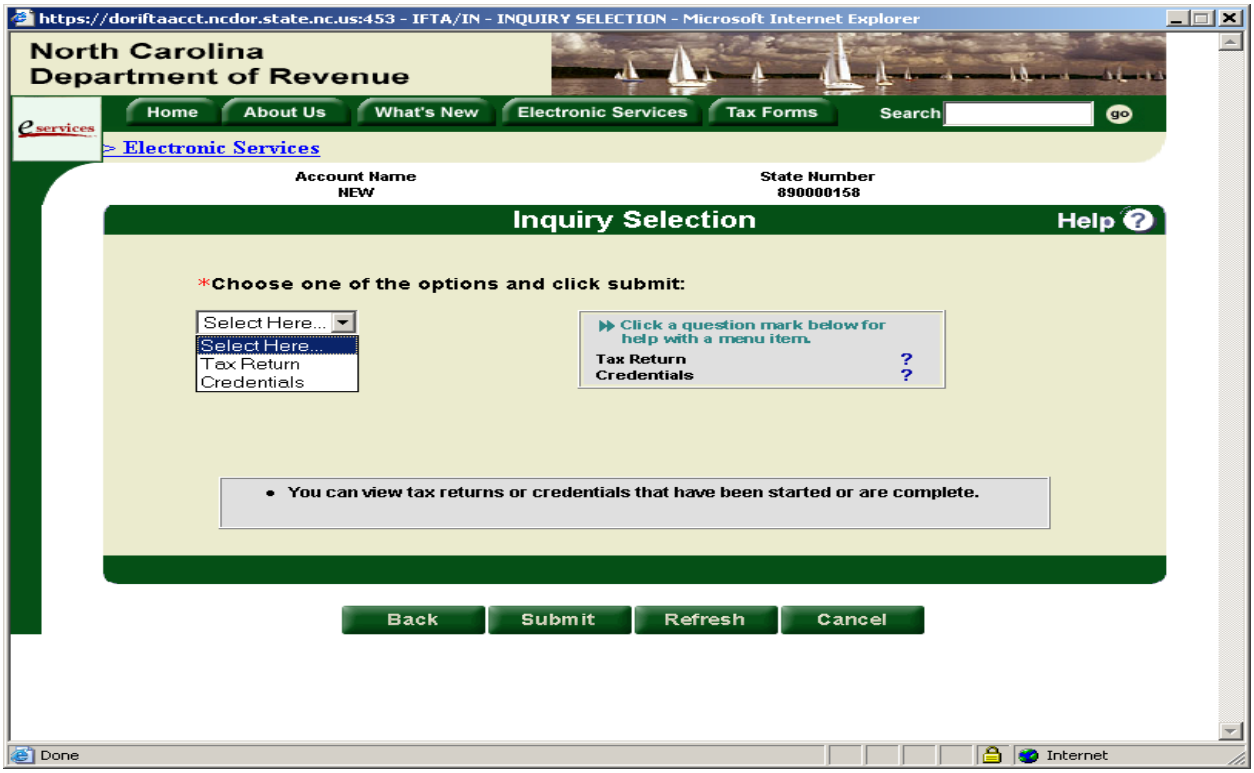
**Step 2:** If you chose to view tax returns, the Tax Return Period for Inquiry screen will be displayed. Use the drop down lists to select the quarter and year of the return you would like to view and select "Submit" to continue.

**Step 3:** Once you have selected the applicable return, the Tax Return Summary screen will be displayed showing the tax return information filed for the designated reporting period. If you would like to print the return information, select "Print Screen"; otherwise, select "Submit" to return to the main menu.

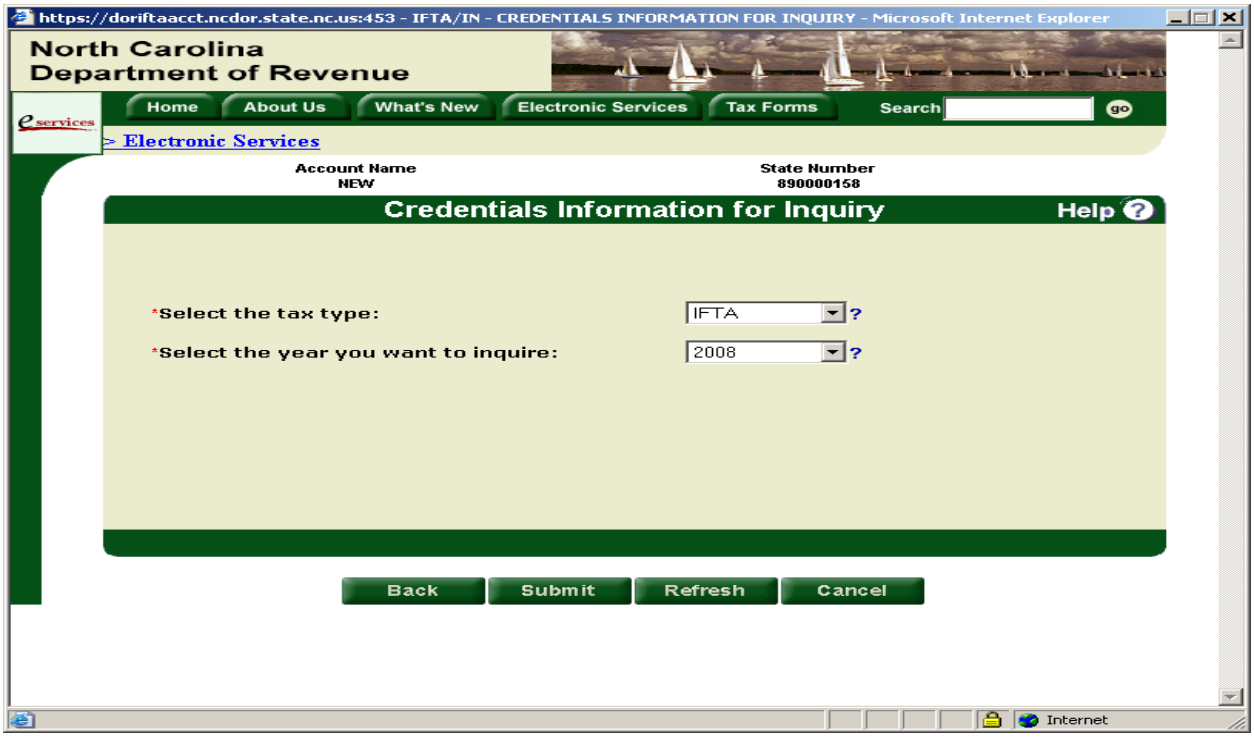

https://doriftaacct.ncdor.state.nc.us:453 - IFTA/IN - TAX RETURN SUMMARY - Microsoft Internet Explorer
Electronic Services
Account Name
NEW
State Number
890000158
Year
2007
Quarter
Oct-Dec
Tax Return Summary
Help
Change your printer setting to landscape before printing this page!
Schedule A Summary
Fuel Type Code
Total Miles Traveled
Total Gallons
Miles Per Gallons
DI
98500
17900
5.5
Schedule B Summary
Juris Abbr
Fuel Type
Total Miles
Taxable Miles
Taxable Gallons
Gallons Purchased
Net Taxable Gallons
Tax Rate
Tax Due (Refund)
Sur Tax Due
Interest Due
Total Due (Refund)
AL DI 8000 8000 1455 2000 -545 0.1900 ($103.55) $0.00 $0.00 ($103.55)
FL DI 3400 3400 618 0 618 0.3057 $188.92 $0.00 $9.45 $198.37
GA DI 7700 7700 1400 2500 -1100 0.1490 ($163.90) $0.00 $0.00 ($163.90)
NC DI 27500 27500 5000 4800 200 0.2970 $59.40 $0.00 $2.97 $62.37
SC DI 14800 14800 2691 2700 -9 0.1600 ($1.44) $0.00 $0.00 ($1.44)
TN DI 13300 13300 2418 3500 -1082 0.1700 ($183.94) $0.00 $0.00 ($183.94)
VA DI 16800 16800 3055 2400 655 0.1750 $114.62 $106.92 $11.08 $232.62
DC DI 7000 0 0 0 0 0.0000 $0.00 $0.00 $0.00 $0.00
Sub Totals (by Fuel type)
Total Miles
Taxable Miles
Taxable Gallons
Gallons Purchased
Net Taxable Gallons
Tax Rate
Tax Due (Refund)
Sur Tax Due
Interest Due
Total Due (Refund)
Diesel 98500 91500 - 17900 - - - - - -
Totals
Total Miles
Taxable Miles
Taxable Gallons
Gallons Purchased
Net Taxable Gallons
Tax Rate
Tax Due (Refund)
Sur Tax Due
Interest Due
Total Taxes & Interest (Refund)
Total Taxes 98500 91500 - 17900 - - ($89.89) $106.92 $23.50 $40.53
Total Penalty - - - - - - - - - $100.00
Previous Credit - - - - - - - - - $20.00
Grand Total - - - - - - - - - $120.53
Print Screen
Back
Submit
Refresh
Cancel
Done
Internet

**Step 1**: On the Inquiry Selection screen, select either "Tax Return" or "Credentials" to view.

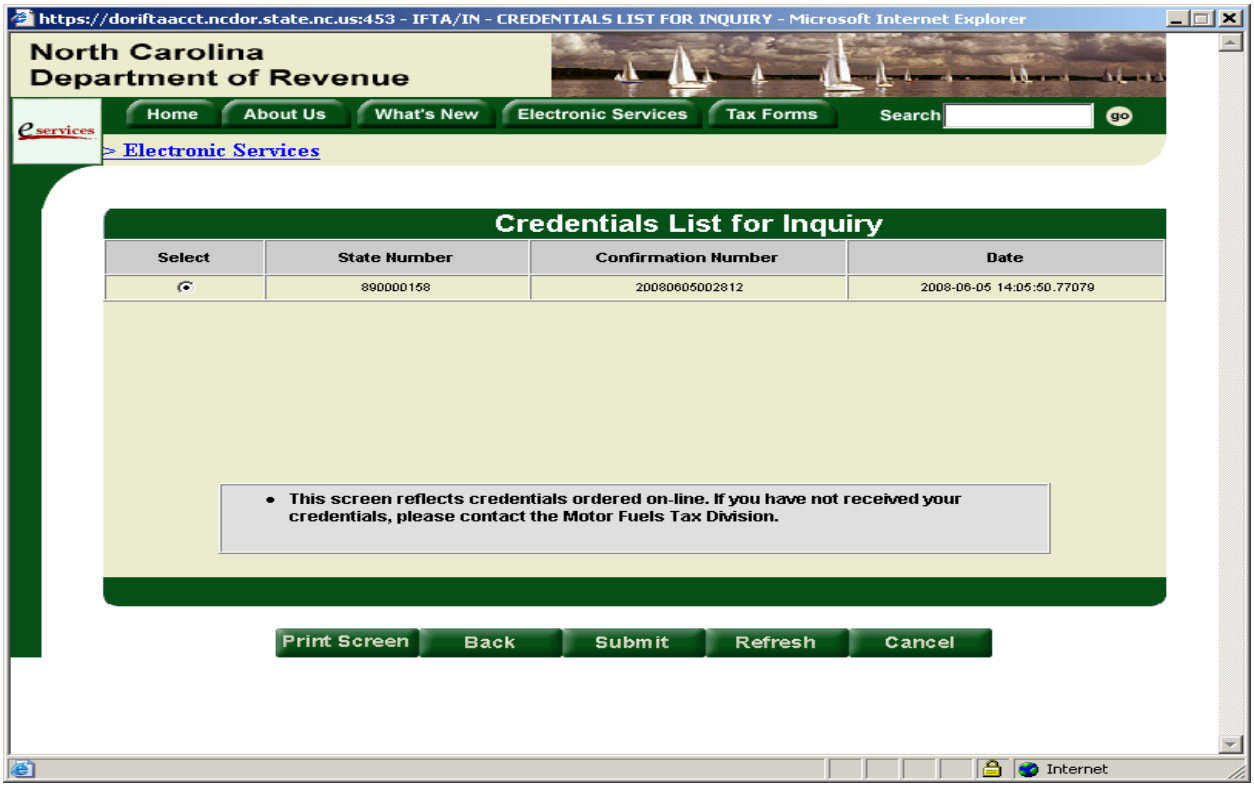
*Important*: You may only view tax return or credential transactions that have been completed online. If the transaction has not been completed, you must use the Quarterly Tax Filing or Order Credentials menu options to view and complete the transaction.



**Step 2:** If you chose to view credential orders, the Credentials Information for Inquiry screen will be displayed. Select the tax type (IFTA or Intrastate) and the year for which credentials were requested. Select "Submit" to continue.



**Step 3:** The Credentials List for Inquiry screen displays all of the credential orders submitted electronically for the tax type and year identified previously. Choose the specific credential order you would like to view and select "Submit" to continue.



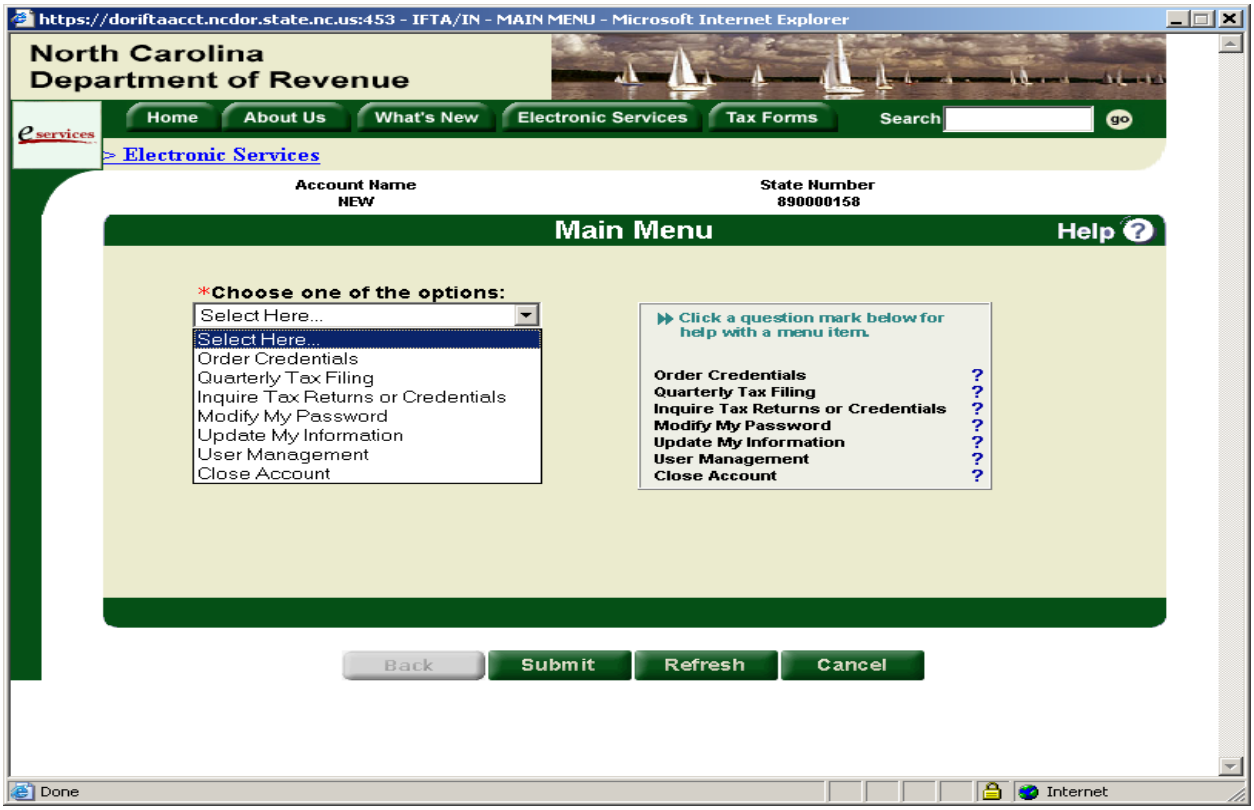
**Step 4:** Once you have selected a specific credential order to view, the Credential Summary screen will be displayed showing the details of the credential order. If you would like to print the credential order information, select "Print Screen"; otherwise, select "Submit" to return to the main menu.

# CLOSE ACCOUNT

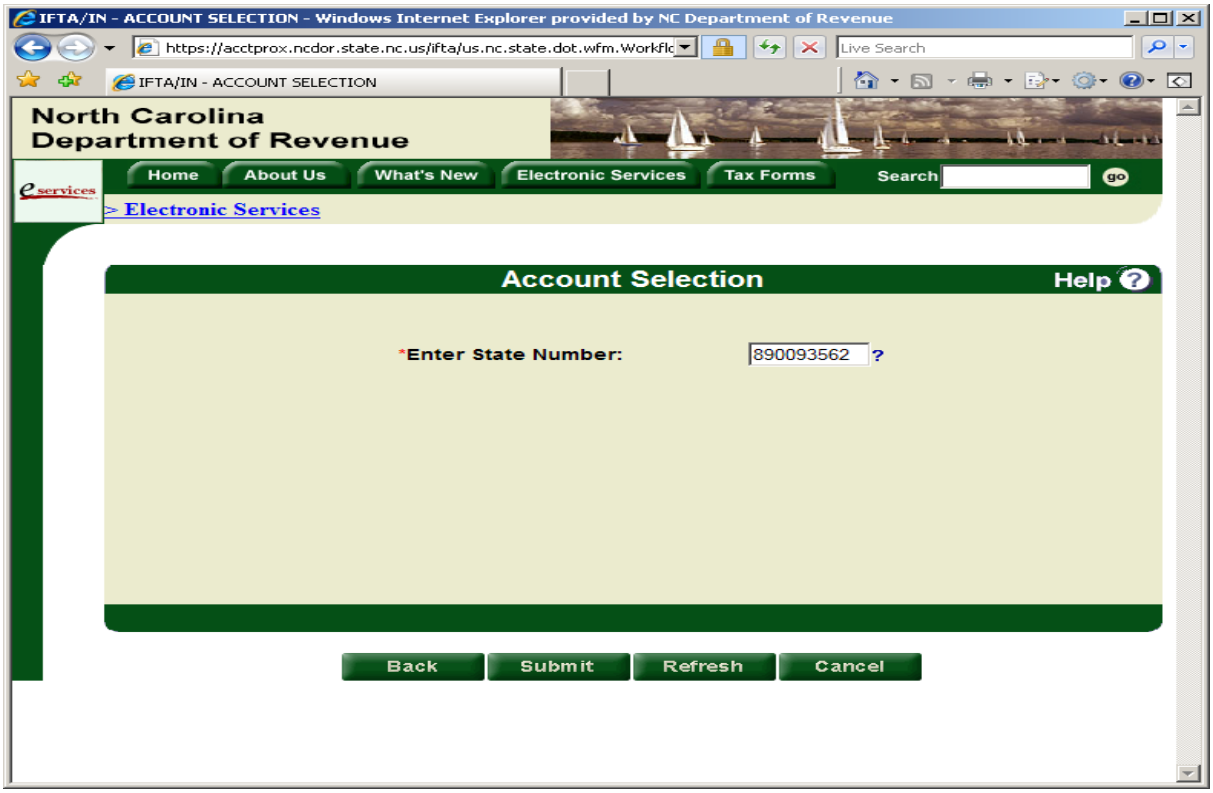
The Close Account menu option should be used to request your IFTA or Intrastate account be closed. This option should not be used for cancelling your online account, but rather to notify the Department you are no longer operating.

*Important:* Before we can close your IFTA or Intrastate account, you must return any decals received for the current calendar year to our office. Please include your name and State Number along with the serial numbers of the decals being returned. You will be required to file all applicable returns and pay all tax due until your account has been closed.

**Step 1**: On the Main Menu, use the drop down list to select "Close Account" and select "Submit" to continue.



**Step 2:** If you are a reporting service or third party representative and you conduct business for more than one IFTA or Intrastate account, the Account Selection screen will be displayed; otherwise, skip to Step 3. Enter the appropriate State Number and select "Submit" to continue.

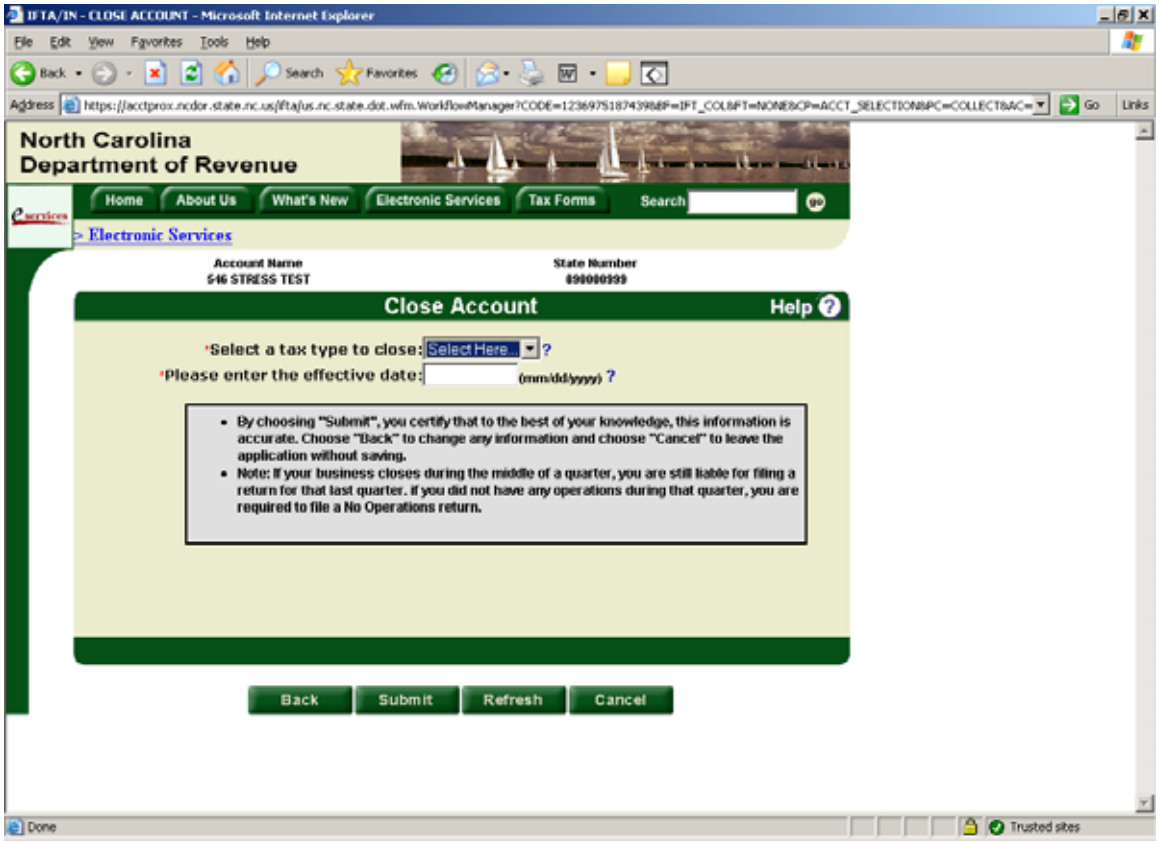


**Step 3**: On the Close Account screen, you must do the following:

- Select the tax type (IFTA or Intrastate) of the account you want to close.
- Enter the date the account should be closed.

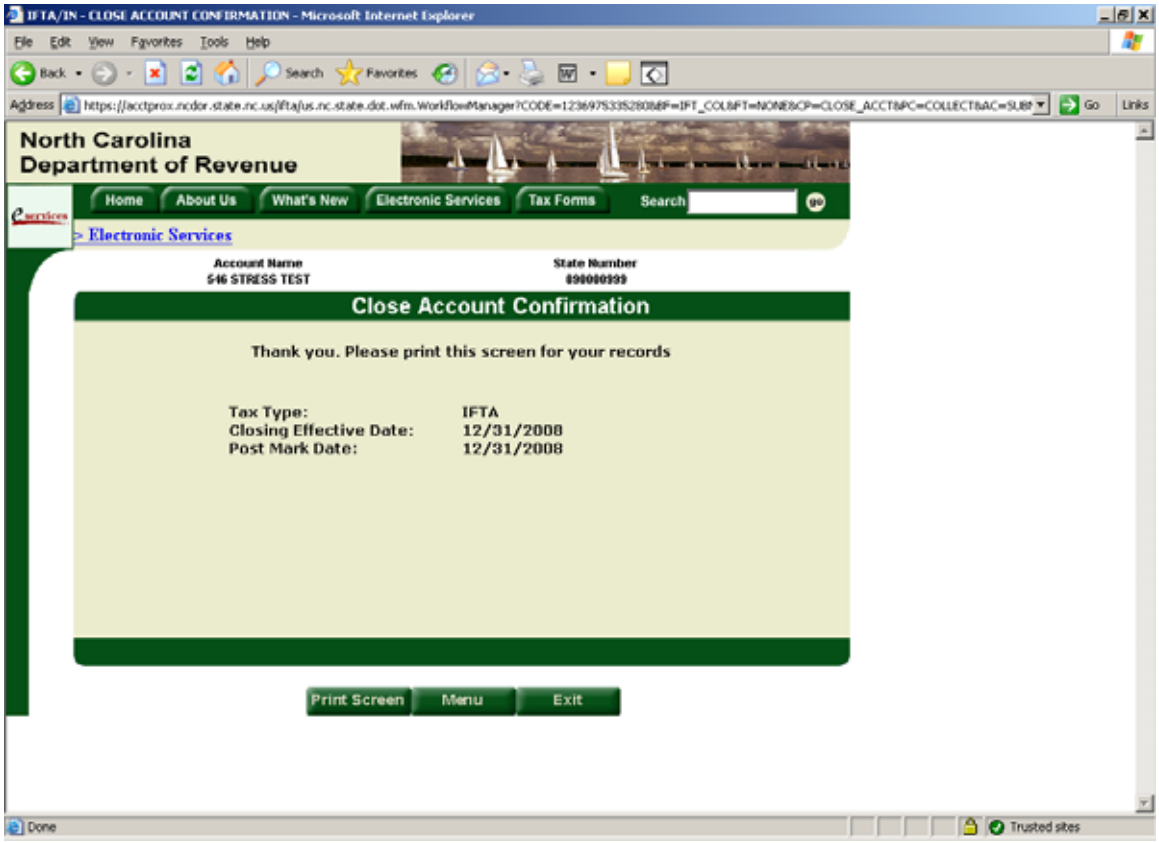
*Important:* If you cease operations in the middle of a quarter, you are still liable for filing return, if applicable, for the last quarter in business.

Select "Submit" to continue.


IFTA/IN - CLOSE ACCOUNT - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
> Electronic Services
Account Name
S46 STRESS TEST
State Number
Close Account
Help
*Select a tax type to close: Select Here...
*Please enter the effective date:
(mm/dd/yyyy)
By choosing "Submit", you certify that to the best of your knowledge, this information is accurate. Choose "Back" to change any information and choose "Cancel" to leave the application without saving.
Note: If your business closes during the middle of a quarter, you are still liable for filing a return for that last quarter. If you did not have any operations during that quarter, you are required to file a No Operations return.
Back
Submit
Refresh
Cancel
Done
Trusted sites

**Step 4**: Once you have provided the required information, the Close Account Confirmation screen will be displayed confirming receipt of your request to close the account. Make sure to print the confirmation for your records by choosing "Print Screen."

If you need to perform additional functions, select "Menu" to return to the main menu; otherwise, select "Exit" to log out.



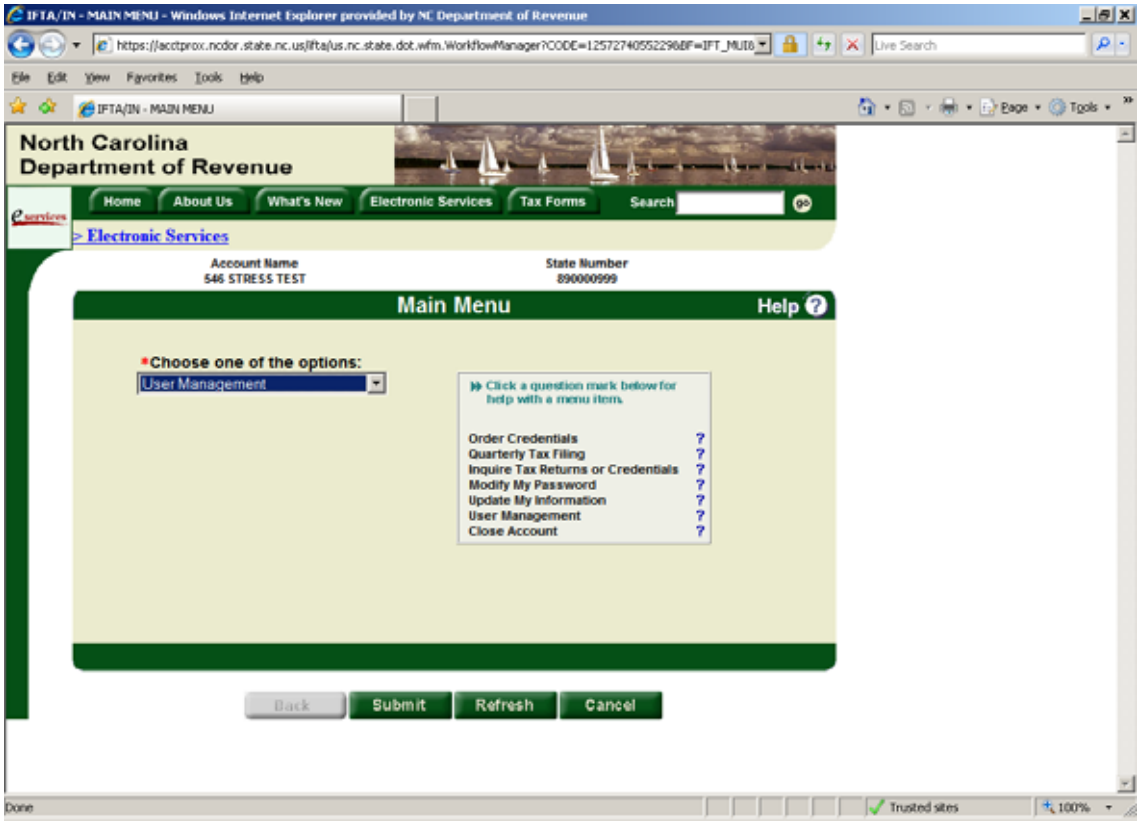
# USER MANAGEMENT

The User Management menu option should be used for the following:

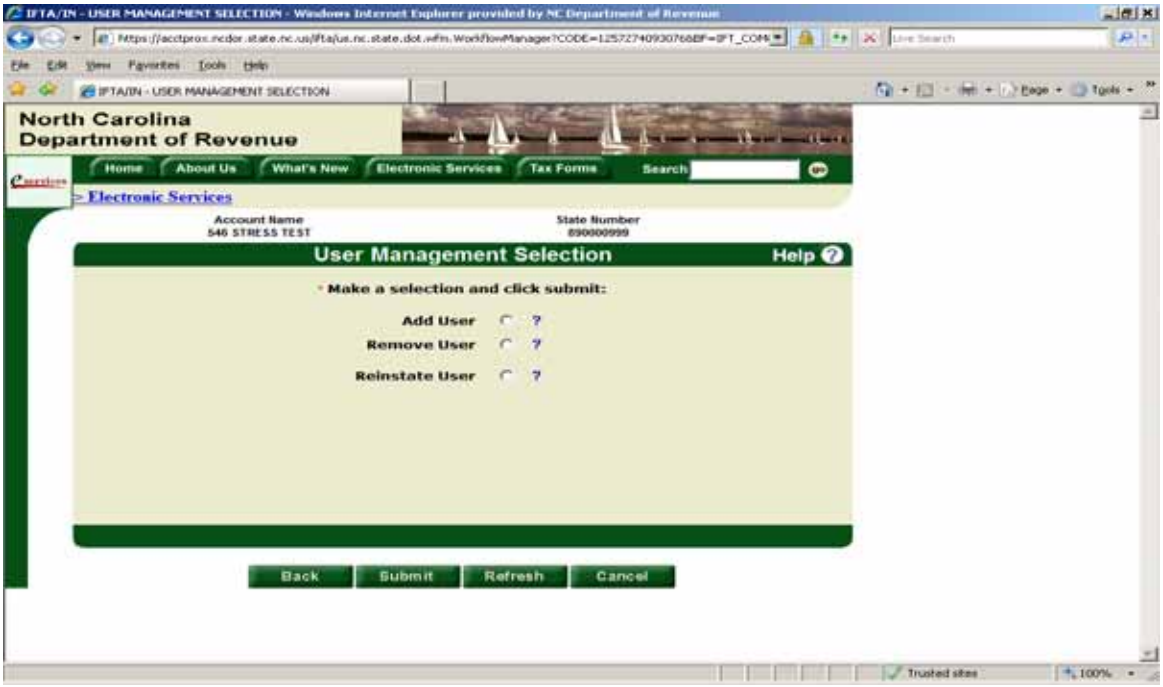
a. Add a user
b. Remove a user
c. Reinstate a user

Adding, reinstating, or removing users (e.g. a reporting service or third party representative) allows you to control the users who have access to your online account and who may conduct business on your behalf. You may only assign access to one reporting service and/or one third party representative at a time.

On the Main Menu, use the drop down list to select “User Management” and select “Submit” to continue.



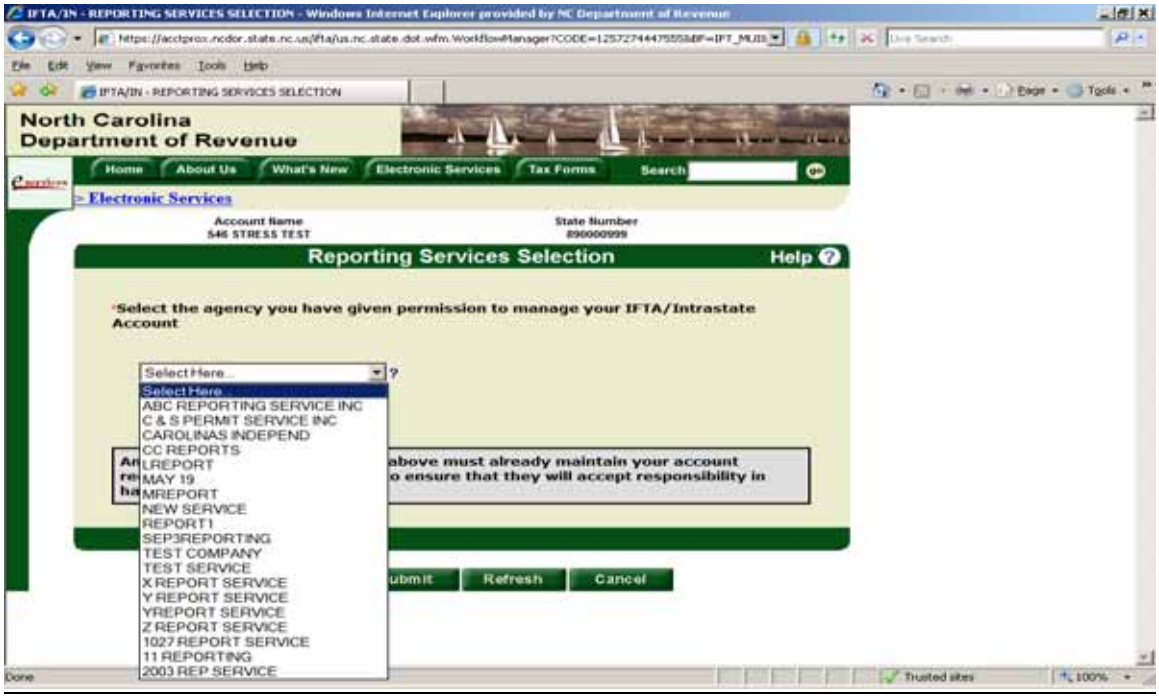
**Step 1:** On the User Management Selection screen, you must indicate whether you want to add a user to your account, remove a user from your account, or reinstate a user's access to your account. Select "Submit" to continue.




**Step 2:** If you chose to add a user, the Select Role for User to Add screen will be displayed. You must indicate whether the user to whom you are granting access to your online account is a reporting service or third party representative. Select "Submit" to continue.

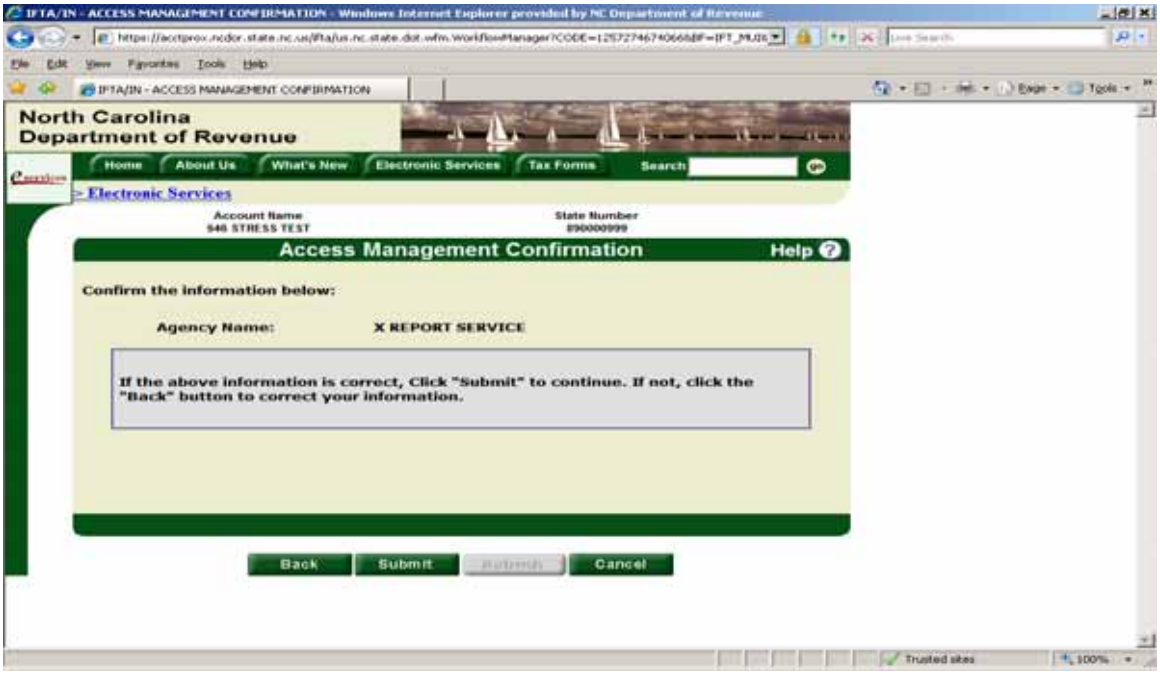
**Step 3:** If you chose to add a reporting service to your account, the Reporting Services Selection screen will be displayed; otherwise, skip to Step 5. From the drop down list, select the reporting service that may act on your behalf and select "Submit" to continue.

*Important:* If your designated reporting service is not included in the drop down list, you must have the reporting service contact our office to be added to the system.



**Step 4:** Once you have made a selection, the Access Management Confirmation screen will be displayed. Verify the information is correct.

If any information is incorrect, select "Back" to return to the previous screen to make a different selection; otherwise, select "Submit" to continue to the Main Menu.



**Step 5:** If you chose to allow a third party representative access to your online account, the 3rd Party Selection screen will be displayed. You must indicate if the representative already has an IFTA/Intrastate online account or if the representative is a new user. Then, select "Submit" to continue.

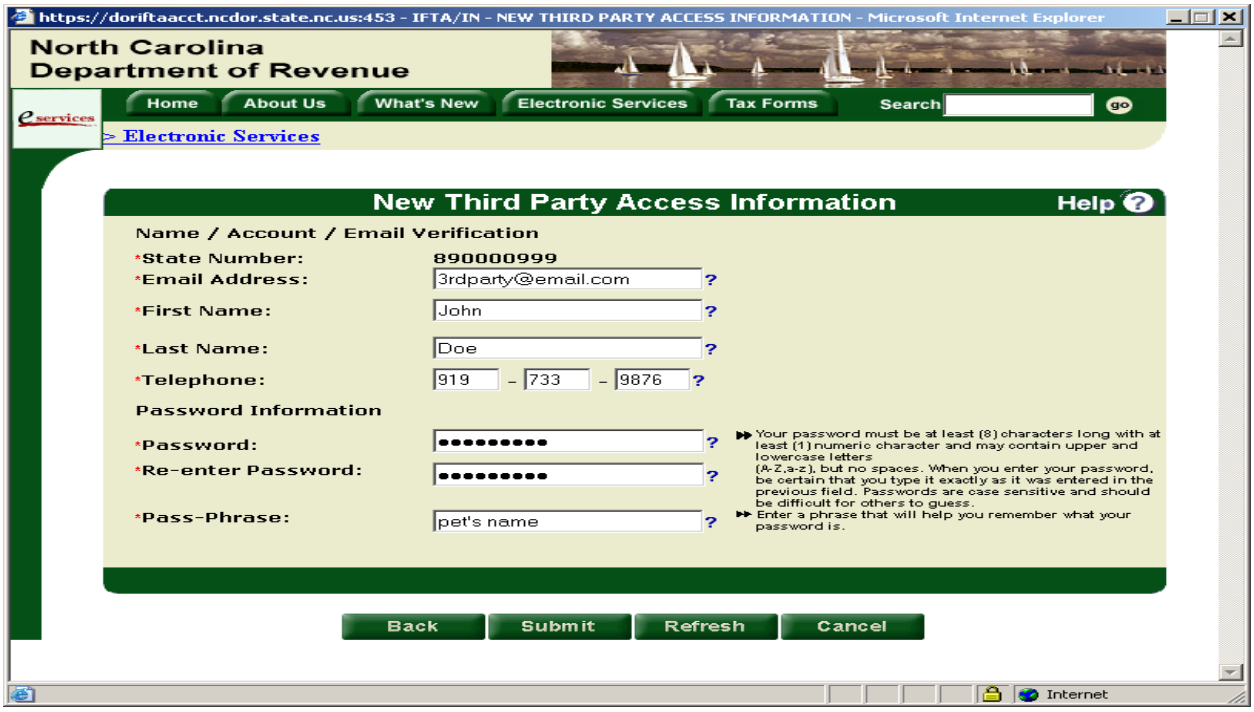
**Step 6:** If you indicated that the third party representative has an existing IFTA/Intrastate online account, the Select Third Party screen will be displayed; otherwise, skip to Step 7. Enter the email address of the third party representative and select "Submit" to continue.

*Important:* The email address entered must match an existing email address in the system; otherwise, an error message will be displayed. You should contact your representative for their correct email address.

https://doriftaacct.ncdor.state.nc.us:453 - IFTA/IN - SELECT THIRD PARTY - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
go
eservices
> Electronic Services
Select Third Party
Help
*User ID:
(Email Address)
847thirdparty@mail.com
?
Enter the User ID / Email Address of an existing Individual (someone who already has an account established on the internet) whom you would like to maintain this Account Information. If you do not know or have forgotten the User ID / Email Address, click the "Back" Button to return to the previous page.
Back
Submit
Refresh
Cancel
Internet

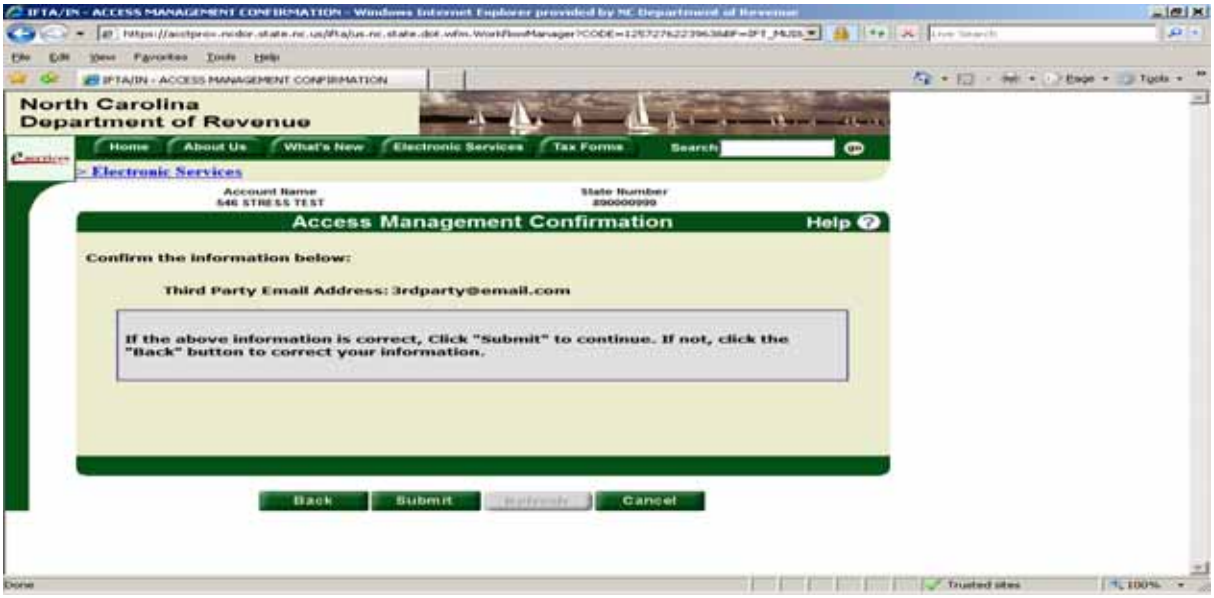
**Step 7:** If you indicated that the third party representative is a new user, the New Third Party Access Information screen will be displayed. Enter your representative's email address, first and last name, telephone number, and a temporary password and pass phrase. Then, select "Submit" to continue.

*Important:* The password and pass phrase you enter is temporary for security purposes. The first time your representative logs into the IFTA/Intrastate E-File application, they will be required to establish a new password and pass-phrase.

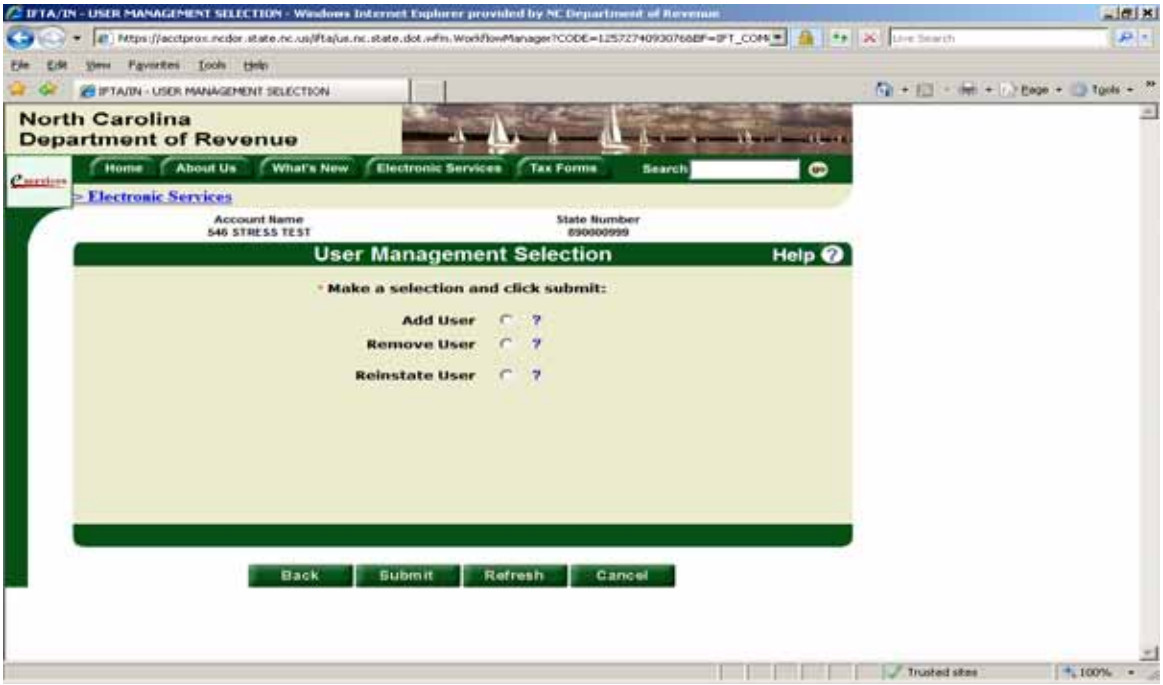

https://doriftaacct.ncdor.state.nc.us:453 - IFTA/IN - NEW THIRD PARTY ACCESS INFORMATION - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
go
> Electronic Services
New Third Party Access Information
Help
Name / Account / Email Verification
*State Number:
890000999
*Email Address:
3rdparty@email.com
*First Name:
John
*Last Name:
Doe
*Telephone:
919 - 733 - 9876
Password Information
*Password:
*Re-enter Password:
*Pass-Phrase:
pet's name
Your password must be at least (8) characters long with at least (1) numeric character and may contain upper and lowercase letters (A-Z,a-z), but no spaces. When you enter your password, be certain that you type it exactly as it was entered in the previous field. Passwords are case sensitive and should be difficult for others to guess.
Enter a phrase that will help you remember what your password is.
Back
Submit
Refresh
Cancel
Internet

**Step 8:** Once you have entered the required information, the Access Management Confirmation screen will be displayed. Verify the information is correct.

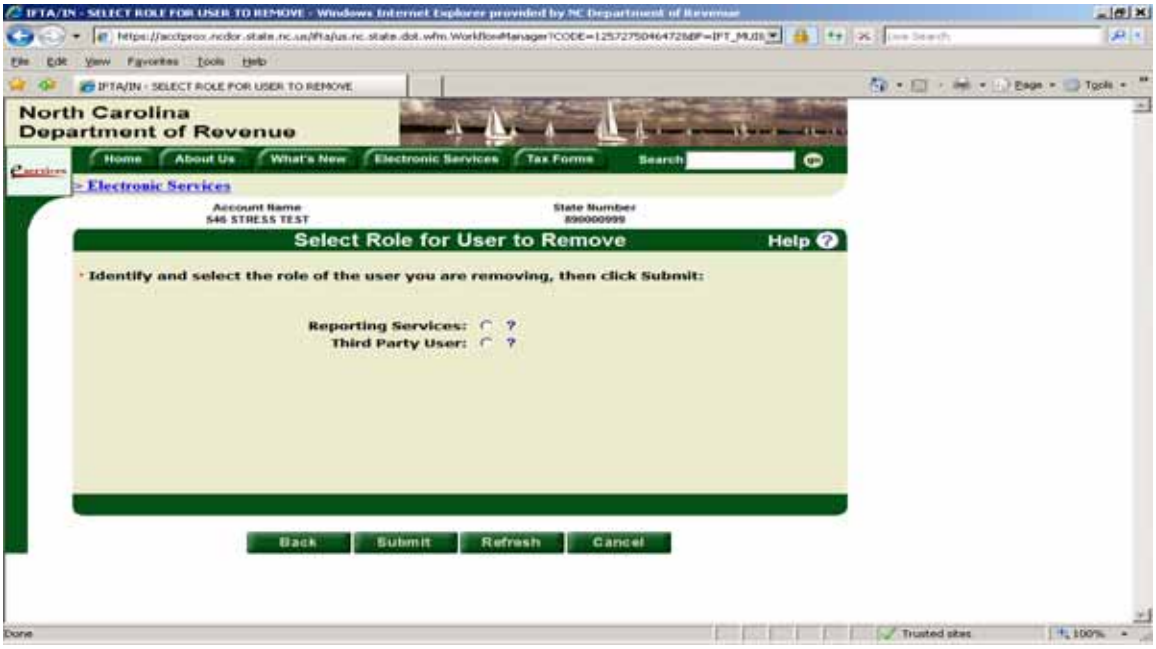
If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.



**Step 1:** On the User Management Selection screen, you must indicate whether you want to add a user to your account, remove a user from your account, or reinstate a user's access to your account. Select "Submit" to continue.




**Step 2:** If you chose to remove a user, the Select Role for User to Remove screen will be displayed. You must indicate whether the user for whom you are removing access is a reporting service or third party representative. Select "Submit" to continue.

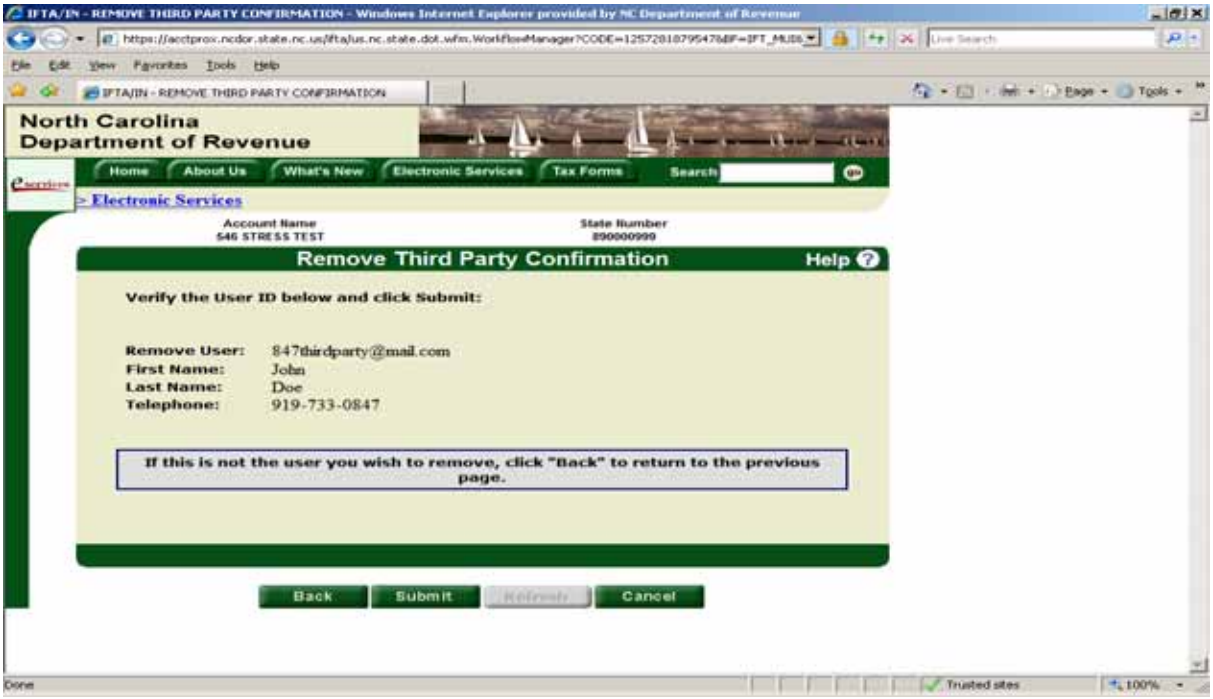


**Step 3:** If you chose to remove a reporting service's access from your online account, the Remove Reporting Service Confirmation screen will be displayed; otherwise, skip to Step 4. Verify the information is correct.

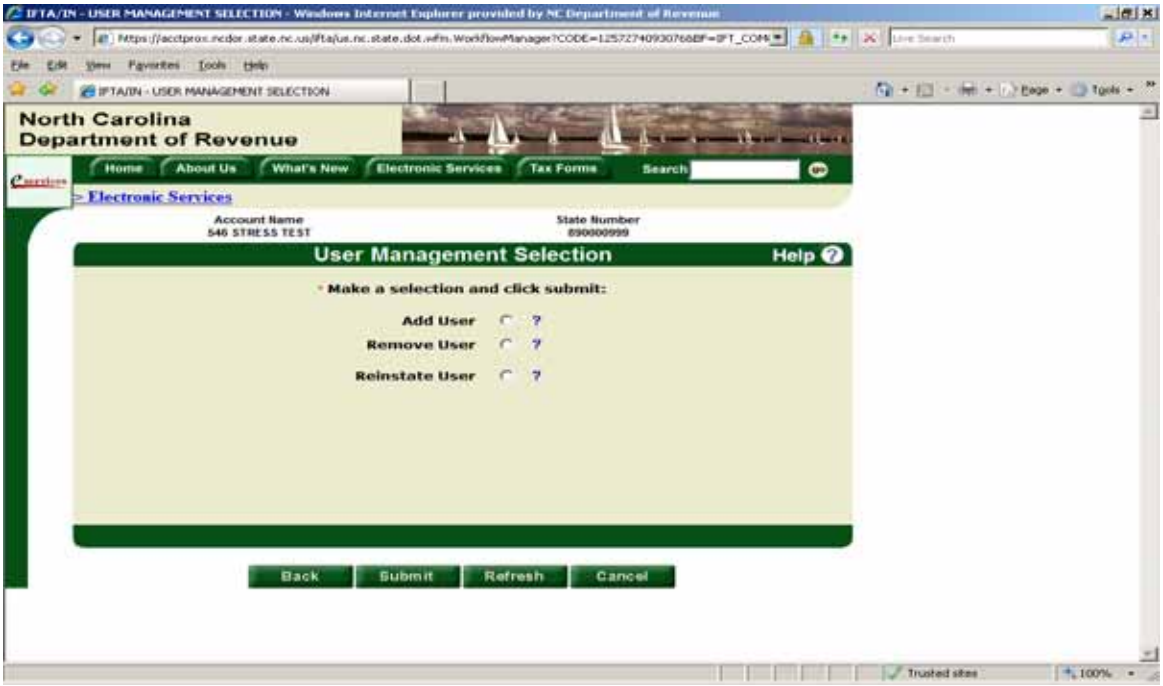
If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.

**Step 4:** If you chose to remove a third party representative's access from your online account, the Remove Third Party Confirmation screen will be displayed. Verify the information is correct.

If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.



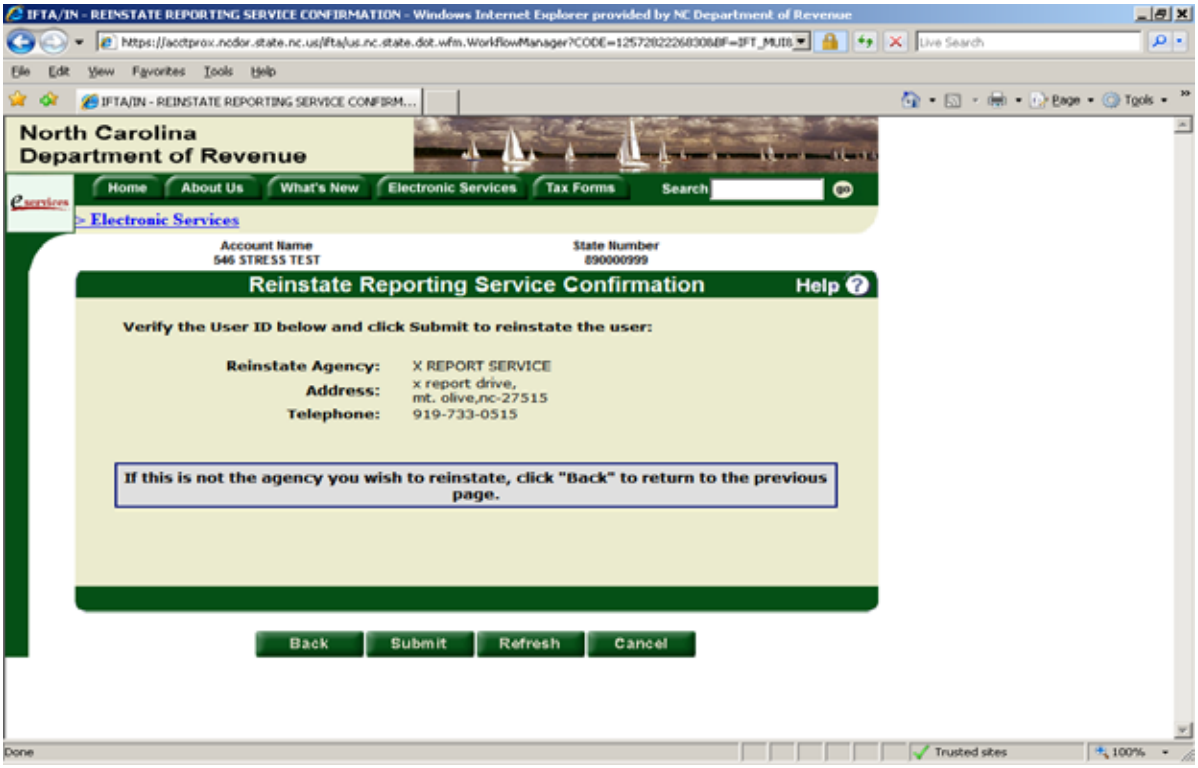
**Step 1:** On the User Management Selection screen, you must indicate whether you want to add a user to your account, remove a user from your account, or reinstate a user's access to your account. Select "Submit" to continue.




**Step 2:** If you chose to reinstate a user's access to your online account, the Select Role for User to Reinstate screen will be displayed. You must indicate whether the user for whom you are reinstating access is a reporting service or third party representative. Select "Submit" to continue.

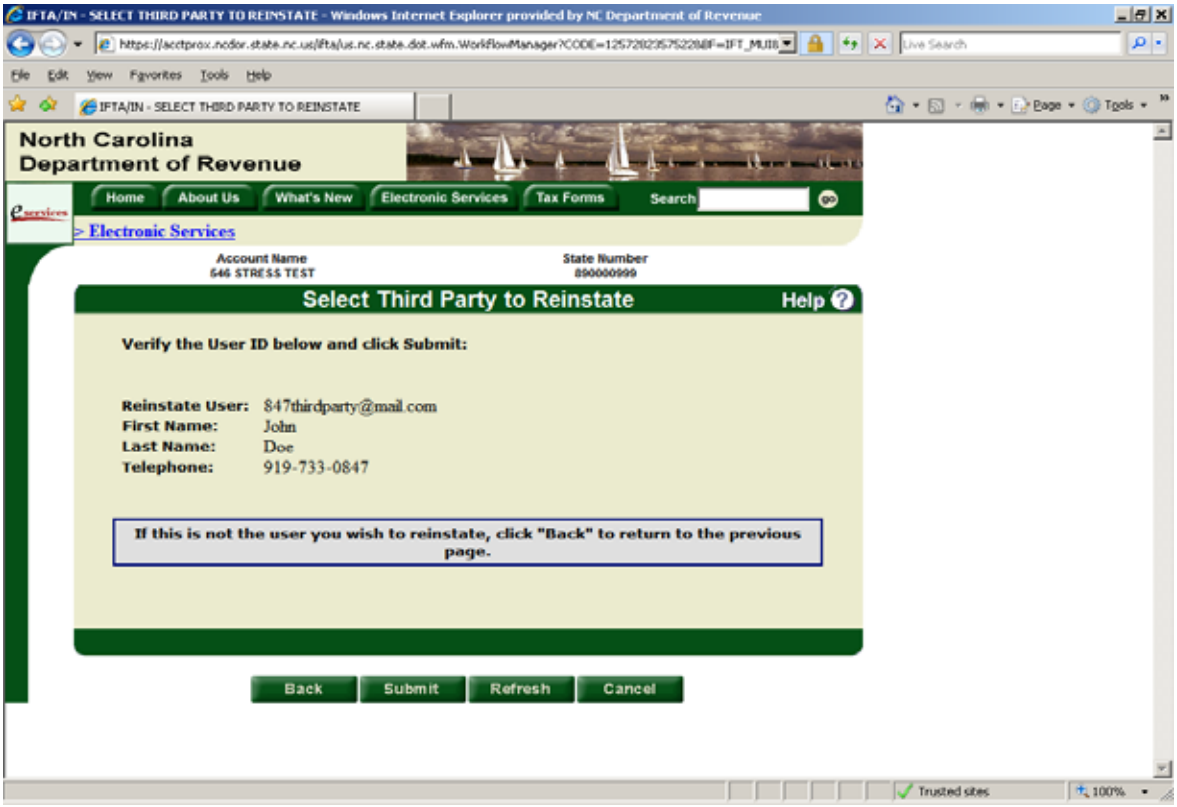
**Step 3:** If you chose to reinstate a reporting service's access to your online account, the Reinstate Reporting Service Confirmation screen will be displayed; otherwise, skip to Step 4. Verify the information is correct.

If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.



**Step 4:** If you chose to reinstate a third party representative's access to your online account, the Select Third Party to Reinstate screen will be displayed. Verify the information is correct.

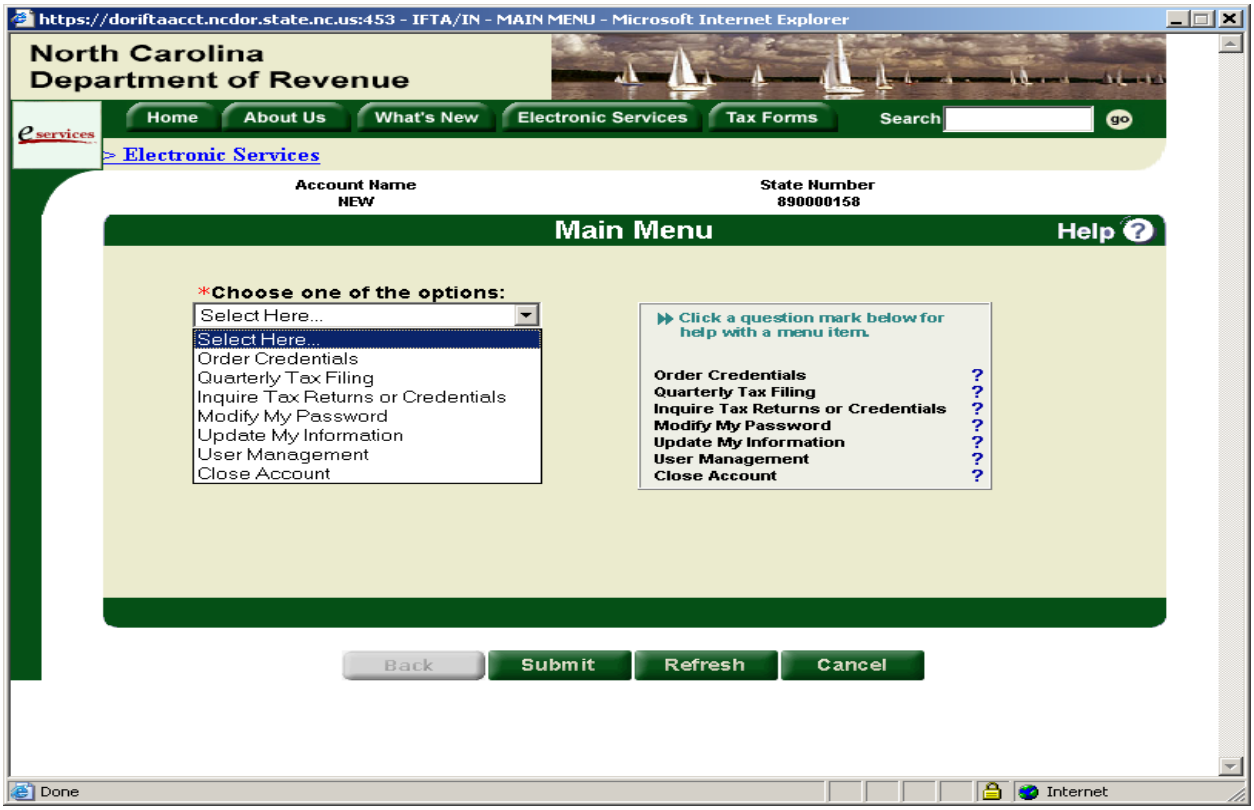
If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.



# MODIFY MY PASSWORD

The Modify My Password menu option should be used to change your password. Your password must be active to use this option.

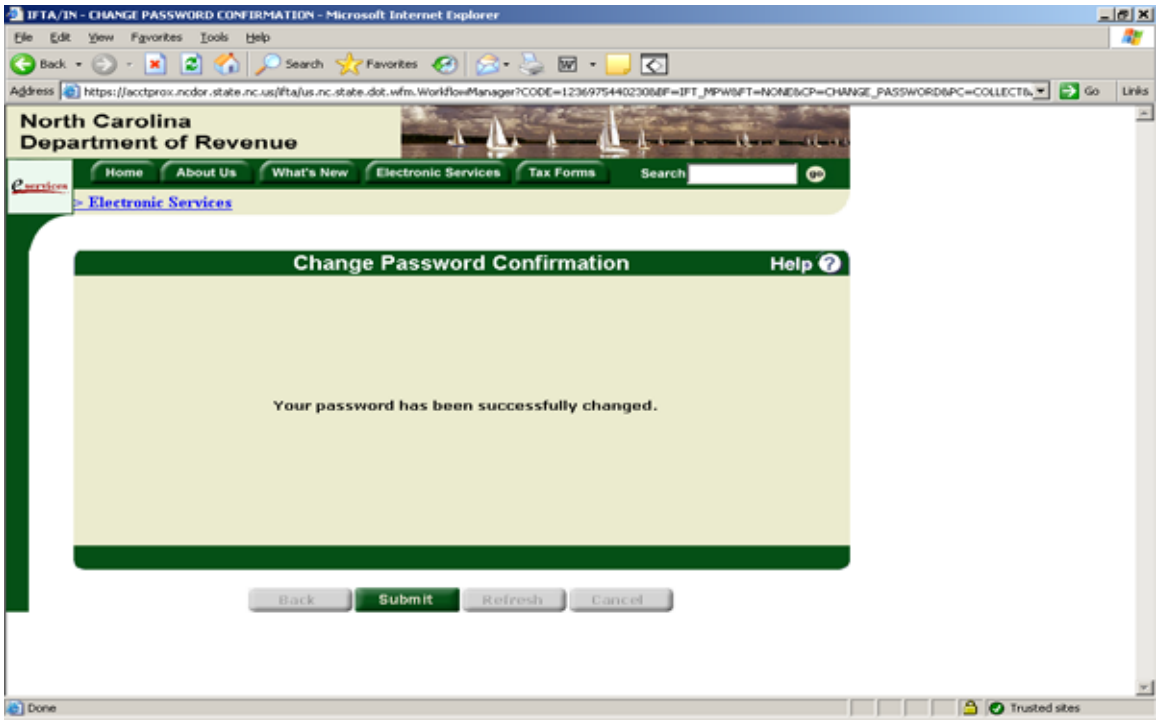
**Step 1**: On the Main Menu, use the drop down list to select "Modify My Password" and select "Submit" to continue.



**Step 2**: On the Change Password screen, enter your current password in the "Old Password" field and then enter your new password in the "New Password" field. Complete the remaining fields and select "Submit" to continue.

*Important*: Your new password cannot be the same as any of the last six passwords you have used for your online account.

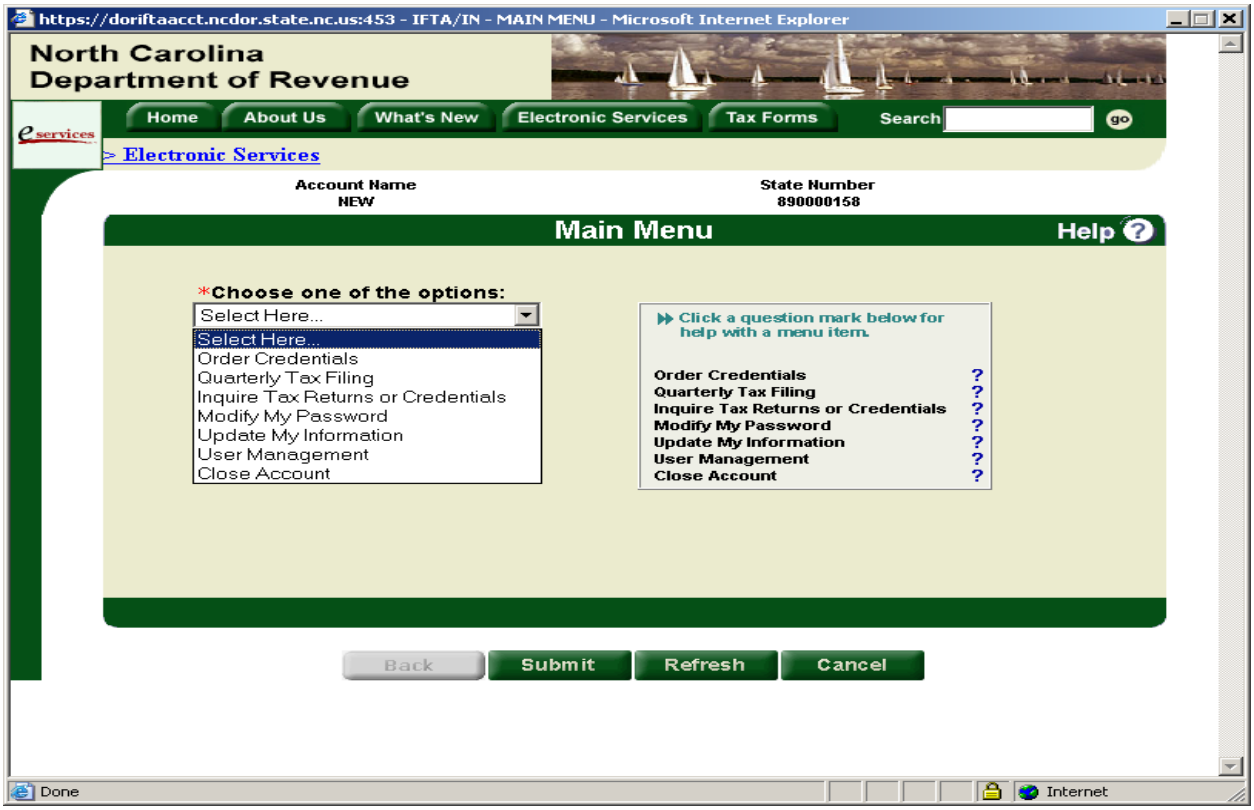
**Step 3**: Once the Change Password Confirmation screen is displayed, select "Submit" to return to the main menu.



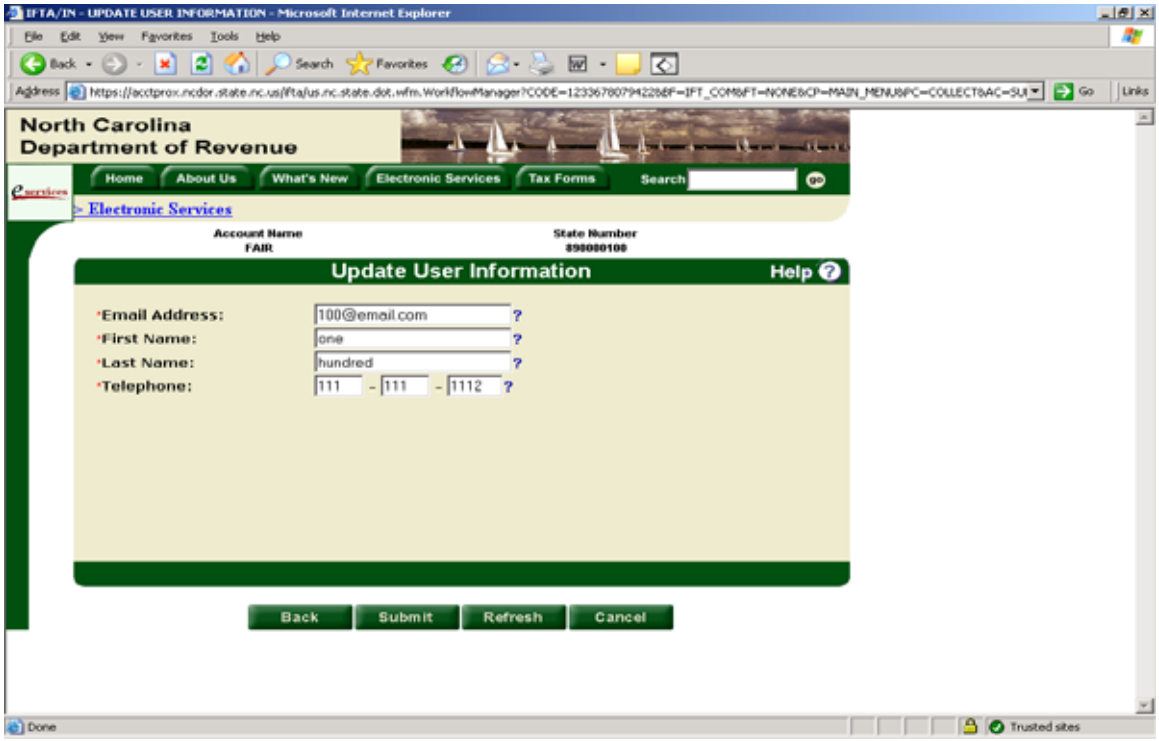
# UPDATE MY INFORMATION

The Update My Information menu option should be used to make changes to your online account information. You may update your email address, name, telephone number or password as needed.

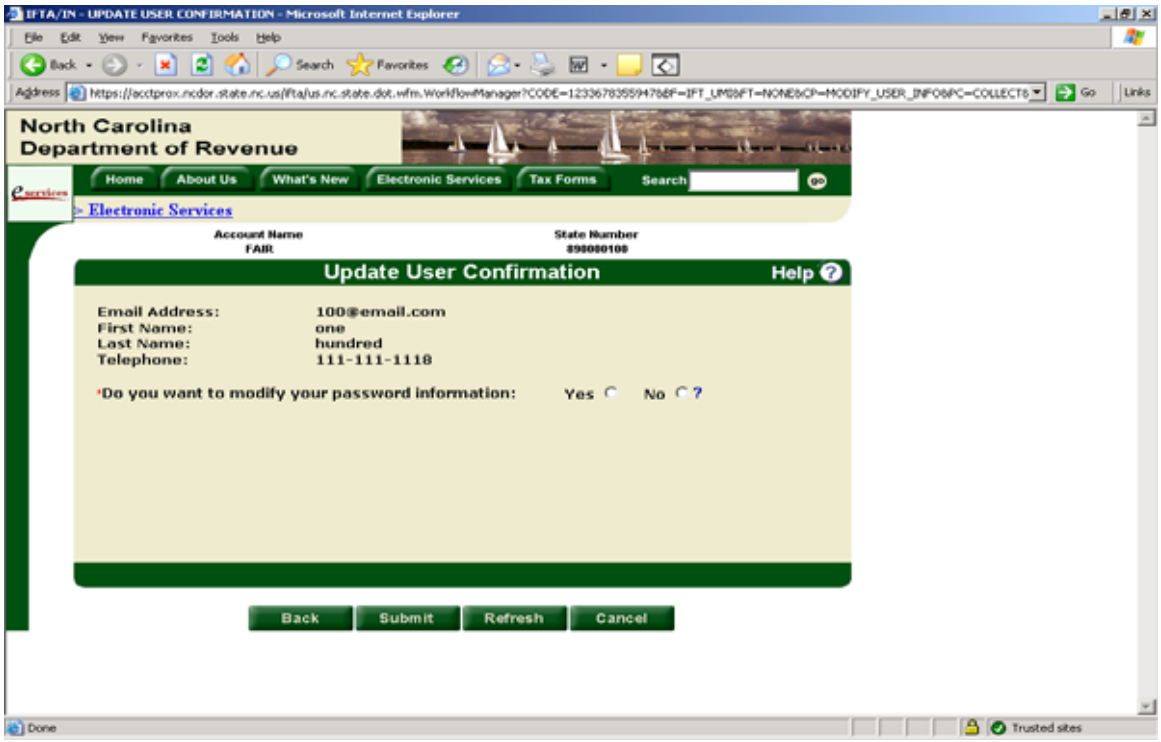
**Step 1**: On the Main Menu, use the drop down list to select "Update My Information" and select "Submit" to continue.



**Step 2**: Once the Update User Information screen is displayed, make the necessary changes to your information and select "Submit" to continue.



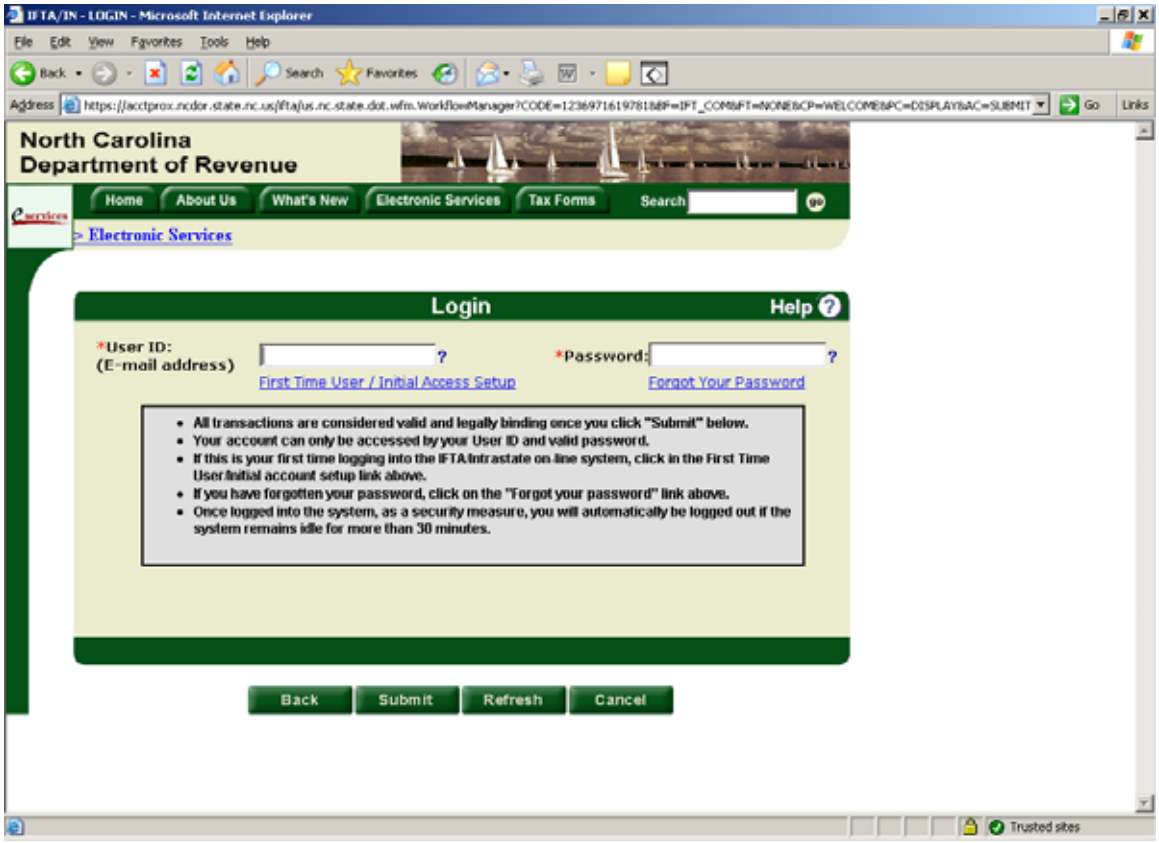

**Step 3**: Once the Update User Confirmation screen is displayed, verify that you have entered your updated information correctly. If you would also like to change your password, select "Yes" to modify your password. If you do not need to modify your password, choose "No" (See the Modify My Password section for instructions.) Select "Submit" to continue.



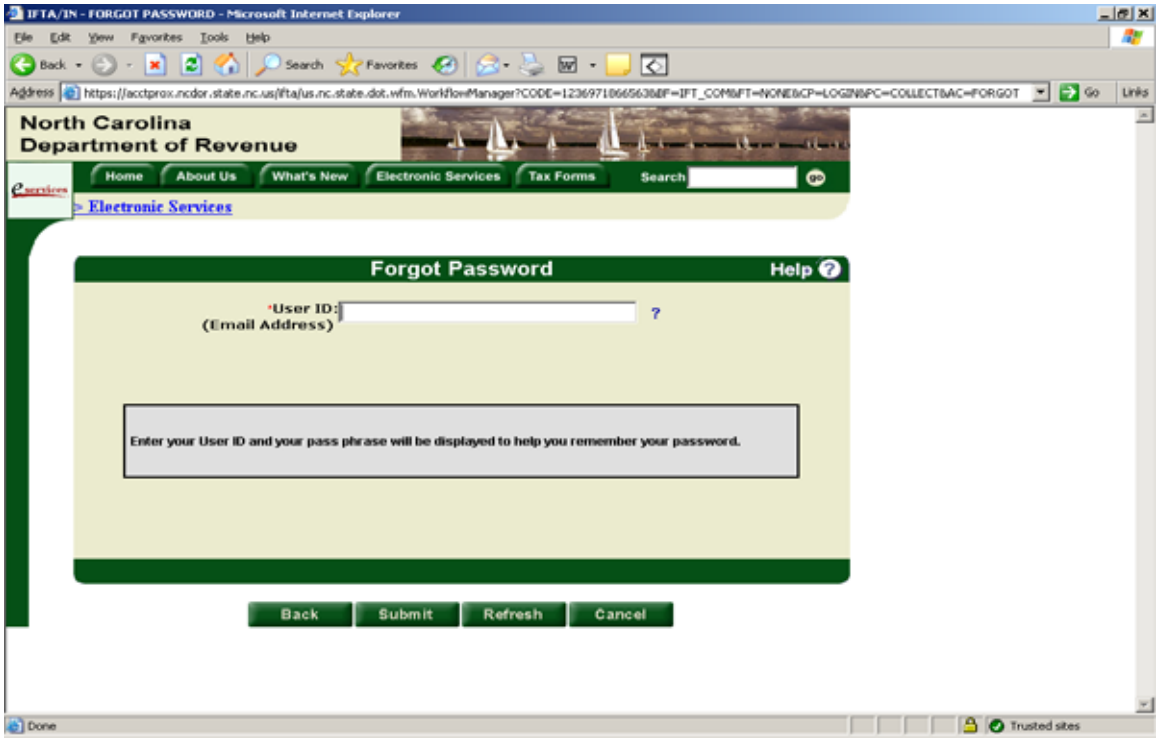
# FORGOT YOUR PASSWORD

If you cannot remember your password, you can view your pass phrase (password hint) that you established upon initial access setup or during your last password change.

**Step 1**: On the Login screen, enter your User ID and select the “Forgot Your Password” link.

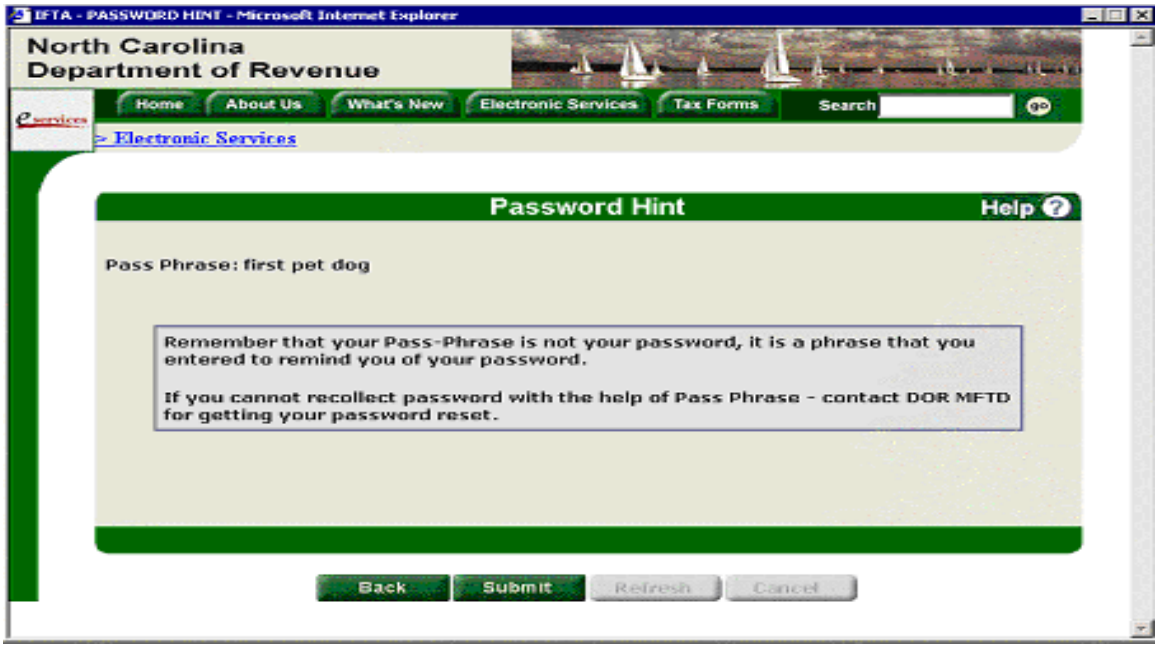

IFTA/IN - LOGIN - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
> Electronic Services
Login
Help
*User ID:
(E-mail address)
*Password:
First Time User / Initial Access Setup
Forgot Your Password
All transactions are considered valid and legally binding once you click "Submit" below.
Your account can only be accessed by your User ID and valid password.
If this is your first time logging into the IFTA/Intrastate on-line system, click in the First Time User/Initial account setup link above.
If you have forgotten your password, click on the "Forgot your password" link above.
Once logged into the system, as a security measure, you will automatically be logged out if the system remains idle for more than 30 minutes.
Back
Submit
Refresh
Cancel

**Step 2**: Once the Forgot Password screen is displayed, verify the User ID is correct or enter your User ID if it is not already displayed.




**Step 3**: Your pass phrase will be displayed on the Password Hint screen. Select "Submit" to return to the login screen.

*Important*: If the pass phrase does not help you remember your password, your password will need to be reset. Contact us at (919) 733-3409 or 1-877-308-9092 for a temporary password.


IFTA - PASSWORD HINT - Microsoft Internet Explorer
North Carolina
Department of Revenue
Home
About Us
What's New
Electronic Services
Tax Forms
Search
> Electronic Services
Password Hint
Help
Pass Phrase: first pet dog
Remember that your Pass-Phrase is not your password, it is a phrase that you entered to remind you of your password.
If you cannot recollect password with the help of Pass Phrase - contact DOR MFTD for getting your password reset.
Back
Submit
Refresh
Cancel